

## Refine Search

### Search Results -

Term	Documents
(7 AND 1).USPT.	17
(L1 AND L7 ).USPT.	17

Database:

US Pre-Grant Publication Full-Text Database  
 US Patents Full-Text Database  
 US OCR Full-Text Database  
 EPO Abstracts Database  
 JPO Abstracts Database  
 Derwent World Patents Index  
 IBM Technical Disclosure Bulletins

Search:

L8

Refine Search

Recall Text

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### Search History

 DATE: Wednesday, March 01, 2006    [Printable Copy](#)    [Create Case](#)
SetName    Queryside by  
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DB=USPT; THES=DTIC; PLUR=YES; OP=OR

L8    11 and L7L7    (rank\$3 or score or scoring or weigh\$ or order\$3 or compare or  
comparing) near5 complain\$L6    11 and L5L5    (claim or claims or complain\$) near5 handl\$L4    (claim or claims or complain\$) handl\$L3    (claim or claims) same handl\$L2    11 near5 (claim or claims) same handl\$L1    ((technical or task or tech or customer) near5 support\$5 or helpdesk or  
help adj desk)Hit  
CountSet  
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result set

17    L8  
 300    L7  
 34    L6

*Scanned  
Titles and  
abstracts*

109    L5  
 801839    L4  
 0    L3  
 0    L2  
 9677    L1

END OF SEARCH HISTORY

07609106 INSPEC Abstract Number: B2000-07-6210L-082, C2000-07-5620-019

**Title: Raising network fault management intelligence**

Author(s): Burgess, J.; Guillermo, R.

Author Affiliation: Predictive Syst. Inc., Florham Park, NJ, USA

Conference Title: NOMS 2000. 2000 IEEE/IFIP Network Operations and Management Symposium 'The Networked Planet: Management Beyond 2000' (Cat. No.00CB37074) p.861-74

Editor(s): Hong, J.W.; Weihmayer, R.

Publisher: IEEE, Piscataway, NJ, USA

Publication Date: 2000 Country of Publication: USA xxvii+1022 pp.

ISBN: 0 7803 5928 3 Material Identity Number: XX-1999-03415

Conference Title: Proceedings of Network Operations and Management Symposium

Conference Date: 10-14 April 2000 Conference Location: Honolulu, HI, USA

Medium: Alos available on CD-ROM in PDF format

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: Most large network management centers have relatively low skilled personnel as their first **level** **operations** staff. Many organizations attempt to cope with this situation by restricting the set of problems these people have to deal with to those which are well understood and documented. Several software packages exist which can correlate and filter incoming events from the network and present a **select** subset to the **operator**. Unfortunately, programming these fault management applications requires considerable expertise and effort. Often, once the initial development is done, the implementation remains static, while the network itself is dynamic. This paper proposes a methodology for documenting known faults and responses, programming fault correlation engines, continuously examining real behavior, and feeding the result back into the programming process. This results in a continuous improvement in fault management intelligence, with corresponding improvement in network availability and thus **value** of the network to the organization. (0 Refs)

Subfile: B C

Descriptors: computer network management; computer network reliability; fault diagnosis; programming; software packages; **technical support** services

Identifiers: network fault management; fault management intelligence; network management centers; **operations** staff; software packages; fault management applications; fault documentation; programming; fault correlation engines; continuous improvement; network availability

Class Codes: B6210L (Computer communications); B6210C (Network management); C5620 (Computer networks and techniques); C5670 (Network performance)

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13/5/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

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06420289 INSPEC Abstract Number: A9624-4278-036, B9612-4190-012, C9612-7320-083

**Title: How we saved our critical legacy optics software from extinction**

Author(s): Moore, M.L.; Weller, S.W.

Author Affiliation: Eastman Kodak Co., Rochester, NY, USA

Journal: Proceedings of the SPIE - The International Society for Optical Engineering Conference Title: Proc. SPIE - Int. Soc. Opt. Eng. (USA) vol.2774 p.545-52

Publisher: SPIE-Int. Soc. Opt. Eng,

Publication Date: 1996 Country of Publication: USA  
CODEN: PSISDG ISSN: 0277-786X  
SICI: 0277-786X(1996)2774L:545:SCLO;1-6  
Material Identity Number: C574-96218  
U.S. Copyright Clearance Center Code: 0 8194 2159 6/96/\$6.00  
Conference Title: Design and Engineering of Optical Systems  
Conference Sponsor: SPIE; Corning France; Essilor Int.; Glasgow Dev. Agency; et al  
Conference Date: 13-16 May 1996 Conference Location: Glasgow, UK  
Language: English Document Type: Conference Paper (PA); Journal Paper (JP)  
Treatment: Theoretical (T)  
Abstract: Our department at Eastman Kodak Company is responsible for substantial optical design and manufacturing **projects**. **Software support** for these efforts has included the development of special purpose optics codes which are considered to be strategic assets. Over time, these Fortran-based codes have become difficult to use and given their **importance** to our ongoing success, we have begun a large- **scale** effort to make them accessible to modern designers and **engineers**. In addition to making these legacy codes available on PCs, we realized the need for new methods to manage the quantities of data manipulated by our designers and **engineers**. We **chose** to center our development on Lens Documents, and the software framework we have constructed embodies this data-centric view. We will describe the process we went through to create this framework, with an emphasis on our design approach and the major decisions relating to hardware and software for development and deployment. (0 Refs)  
Subfile: A B C  
Descriptors: CAD; codes; FORTRAN; lenses; microcomputer applications; optical design techniques; physics computing  
Identifiers: critical legacy optics software; Eastman Kodak Company; optical design; optical manufacturing **projects**; **software support**; special purpose optics codes; Fortran-based codes; PCs; Lens Documents; software framework; data-centric view; design approach  
Class Codes: A4278C (Optical lens and mirror design); B4190 (Other optical system components); B6120B (Codes); C7320 (Physics and chemistry computing)  
Copyright 1996, IEE

13/5/4 (Item 4 from file: 2)  
DIALOG(R)File 2:INSPEC  
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03090738 INSPEC Abstract Number: C83029412  
**Title: Implementation of social program innovations in public sector organizations: a test of the modified RD and D model**  
Author(s): Roitman, D.; Gottschalk, R.; Mayer, J.; Blakely, C.  
Author Affiliation: Dept. of Psychology, Michigan State Univ., East Lansing, MI, USA  
Journal: IEEE Transactions on Engineering Management vol.EM-30, no.2 p.68-75  
Publication Date: May 1983 Country of Publication: USA  
CODEN: IEEMA4 ISSN: 0018-9391  
U.S. Copyright Clearance Center Code: 0018-9391/83/0500-0068\$01.00  
Language: English Document Type: Journal Paper (JP)  
Treatment: Theoretical (T)  
Abstract: Describes a study which provided information concerning the viability of the 'modified' Research, Development, and Dissemination as a vehicle for the dissemination of social innovations. Modifications of the classical RD and D model which were introduced by the National Diffusion

Network (NDN) of the federal Department of Education and the Exemplary **Projects** Program of the federal Department of Justice included the utilization of practitioner-developed programs, site visits, on-going **technical assistance**, and linkage **agents**. A study of three NDN and four Exemplary **Projects** was designed to measure the extent of innovation implementation (fidelity) at 129 adopting sites. The innovations were diverse in content and implementing context, with field sites including schools, courts, prisons, police departments, and social service agencies. A major thrust of the research was the refining of a methodology for measuring innovation implementation. This involved identifying innovation components and **scaling** each component in terms of ideal, acceptable, and unacceptable variations. Results of the research showed that mean fidelity **scores** for each innovation all fell within the acceptable range, thus providing support for the modified RD and D model. However, **significant** differences among innovations **indicated** the necessity of further research to explicate mediating variables. (25 Refs)

Subfile: C

Descriptors: **operations** research

Identifiers: social program innovations; public sector organizations; modified RD and D model; Research, Development, and Dissemination; National Diffusion Network; NDN; innovation implementation

Class Codes: C1290D (Economics and business)

13/5/5 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01911227 ORDER NO: AADAA-IC809526

**Experimental ergonomic evaluation with user trials: EEE product development procedures**

Author: Kirvesoja, Heli Marja

Degree: D.Sc.Tech.

Year: 2001

Corporate Source/Institution: Oulun Yliopisto (Finland) (0409)

Source: VOLUME 63/04-C OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 864. 160 PAGES

Descriptors: ENGINEERING, SYSTEM SCIENCE

Descriptor Codes: 0790

ISBN: 951-42-5936-X

Publisher: Publication Committee, P.O.B. 7500, FIN-90014 University of Oulu, Finland

This thesis shows the methodological possibilities of involvement of end-users with the help of six experimental ergonomic evaluation (EEE) procedures. A special focus in the experiments was placed on elderly end-users. Since the number of elderly citizens is increasing, there is a need for better usability of products to help the elderly live independently at their homes. All the EEE procedures were based on a **user-centred** approach with different user trial types (N = 15). The users as subjects (N = 264) performed as real **tasks** as possible and, based on their perceptions during the trials, **gave** their preferences or scored certain variables. The subjects were as well observed and measured by the researcher. The perceived preference and observed performance measures were then combined.

The different methods used in the EEE procedures ranged from simple evaluation methods based on subjective estimations, such as **rating** and **ranking**, to more complex multi-criteria methods used to facilitate decision-making, such as conjoint analysis, Mitchell's paired comparison and use- **value** analysis. Product concepts were also described in various



ways to subjects making choices. The products or other technologies in the trials comprised a total of 9 cases, ranging from "low- **tech** " steps and chairs to "high- **tech** " information and communication technology (ICT) applications. Based on this study the EEE procedures are easy to implement in industry for routine usability testing within R&D of the products, the only component of interactive system being able to influenced by manufacturing industry. The present EEE procedures proved to be cost-effective, efficient and sufficiently valid.

13/5/6 (Item 2 from file: 35)  
DIALOG(R)File 35:Dissertation Abs Online  
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01539684 ORDER NO: AAD97-11066  
SOFTWARE SUPPORT FOR PARALLEL PROCESSING OF IRREGULAR AND DYNAMIC  
COMPUTATIONS (STEPWISE SLOWLY CHANGING, SCHEDULING, N BODY, VORTEX SHEET  
ROLL UP)  
Author: JIAO, JIA  
Degree: PH.D.  
Year: 1996  
Corporate Source/Institution: RUTGERS THE STATE UNIVERSITY OF NEW JERSEY  
- NEW BRUNSWICK (0190)  
Director: APOSTOLOS GERASOULIS  
Source: VOLUME 57/11-B OF DISSERTATION ABSTRACTS INTERNATIONAL.  
PAGE 7045. 164 PAGES  
Descriptors: COMPUTER SCIENCE  
Descriptor Codes: 0984

Many real world scientific computations are irregular and dynamic, which pose great challenge to the effort of parallelization. In this thesis we study the efficient mapping of a subclass of these problems, namely the "stepwise slowly changing" problems, onto distributed memory multiprocessors using the **task** graph scheduling approach. There exists a large class of applications which belong to this category. Intuitively, the irregularity requires sophisticated mapping algorithms, and the "slowness" in the changes of the computational structures between steps allows the scheduling cost to be amortized, justifying the approach.

We study three **representative** and widely-used applications: The N-body simulation in astrophysics, the Vortex-Sheet Roll-Up and the Contour Dynamics Computation from Computational Fluid Dynamics. We start with an initial global compile-time scheduling, and apply new rescheduling algorithms to improve performance when this schedule degenerates over the iterative process. We develop rescheduling algorithms for two **important** dynamic patterns: **task** graph **weight** variation, and dynamic spawning of new subgraphs. These algorithms are tested on random graphs and real applications such as the FMM N-body and Vortex Sheet. Our experiments show that global scheduling using sophisticated methods can be beneficial for these problems, and our fast rescheduling algorithms can correct run-time imbalance with very low cost.

In summary, we discuss several central issues such as schedule reuse, performance/overhead trade-off and the **selection** of rescheduling methods. We identify classes of problems where rescheduling algorithms are applicable, and present experimental evidence to justify our approach.

Throughout the thesis, performance results are obtained from particular problems but presented in the general framework of **software support** systems. In addition, we examine an automatic **task** graph generation tool that can handle restricted cases of sequential code, and carry out its integration with our scheduling system. The new system is capable of realizing automatic parallelization of simple programs, a step

forward to the grand challenge of fully automatic parallelization of regular and irregular code.

13/5/7 (Item 3 from file: 35)  
DIALOG(R)File 35:Dissertation Abs Online  
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01254731 ORDER NO: AAD92-35584  
**DIFFERING PERCEPTIONS AMONG SPECIAL EDUCATION PROFESSIONALS REGARDING THE  
NEEDS OF SECONDARY STUDENTS WITH LEARNING DISABILITIES**

Author: MELLBLOM, CARON IVY  
Degree: ED.D.  
Year: 1992  
Corporate Source/Institution: UNIVERSITY OF NORTHERN COLORADO (0161)  
Adviser: JAMES A. DE RUITER  
Source: VOLUME 53/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.  
PAGE 2766. 145 PAGES  
Descriptors: EDUCATION, SPECIAL; EDUCATION, SECONDARY  
Descriptor Codes: 0529; 0533

Secondary students with learning disabilities present members of the field of special education with unique challenges in meeting their educational needs. This study of 180 special education professionals sought to **determine** if the perceptions of the academic and social needs of secondary students with learning disabilities differed by type of position. Specifically, this study surveyed 68 college learning **assistance center** personnel, 55 secondary special education teachers, and 57 university special education faculty. A Likert style questionnaire was developed for the purposes of **determining** if differing perceptions did exist. The 52 items of the survey were submitted to factor analysis and reduced to four distinct factors. These factors were labeled characteristics and descriptors of learning disabilities, success of students with learning disabilities, curriculum and teacher impact, and preparation for adulthood. ANOVA techniques were employed to identify significant differences between groups. Finally, the Scheffe' post hoc procedure was applied to the data to identify which groups differed from which.

**Significant** differences were found when the responses of the college learning center group were compared with those of both the teachers and the faculty subgroups. The college learning center participants differed significantly from the Teachers and the faculty in their beliefs about the characteristics and descriptors of learning disabilities, the factors that contribute to the success of students with learning disabilities, and activities and experiences that prepare students with learning disabilities for adulthood. These differences were upheld when the responses of the teacher and faculty subgroup responses were combined and again compared with the responses provided by the members of the college learning group. Similarities and differences between the participant response subgroups were described and explanations of the potential reasons for these differences were identified. Although **significant** differences were identified, on three of the four factors in this study, the differences were in the **levels** of agreement and were not in most cases **representative** of extremely diverse viewpoints.

Implications for further study include a need to develop collaborative dialog between the members of the three groups, along with potential demonstration and pilot **projects** .

13/5/8 (Item 4 from file: 35)  
DIALOG(R)File 35:Dissertation Abs Online

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933853 ORDER NO: AAD86-24972

**THE DESIGN AND EVALUATION OF A HIGH PERFORMANCE SMALLTALK SYSTEM (RISC, GARBAGE COLLECTING, COMPUTER ARCHITECTURE)**

Author: UNGAR, DAVID MICHAEL

Degree: PH.D.

Year: 1986

Corporate Source/Institution: UNIVERSITY OF CALIFORNIA, BERKELEY (0028)

Source: VOLUME 47/07-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 3004. 243 PAGES

Descriptors: COMPUTER SCIENCE

Descriptor Codes: 0984

The Smalltalk-80('TM) system makes it possible to write programs quickly by providing object-oriented programming, incremental compilation, run-time type checking, user-extensible data types and control structures, and an interactive graphical interface. However, the potential savings in programming effort have been curtailed by poor performance in widely available computers or high processor cost. Smalltalk-80 systems pose tough challenges for implementors: dynamic data typing, a high-level instruction set, frequent and expensive procedure calls, and object-oriented storage management.

To solve these problems, a group of researchers at U.C. Berkeley has designed and built the SOAR (Smalltalk On A RISC) microprocessor. In order to **determine** the performance of Smalltalk-80 on SOAR and to evaluate the **importance** of each of the ideas, simulations of five **representative** benchmarks have been analyzed. The results suggest that: (1) Six ideas substantially improve performance: compilation to a low-level instruction set, multiple windows of on-chip registers, caching the target of a call instruction in the instruction itself, byte insert and extract instructions, instructions for arithmetic and comparison **operations** on tagged integers, and our storage management algorithm, Generation Scavenging. (2) Seven features contribute little to performance: shadow registers to simplify trap recovery, **hardware assistance** for garbage collection, vectored traps, addressable registers, clearing multiple registers in parallel, conditional trap instructions, and load-and store-multiple instructions. (3) The language-specific hardware in SOAR doubles its performance over a RISC II with the same cycle time. (4) Generation Scavenging, a storage reclamation algorithm developed by the author, consumes only 3% of the CPU time, in contrast to the 9% of comparable Smalltalk-80 systems. (5) Despite a five-to-one handicap in basic cycle time, the NMOS SOAR microprocessor should run as fast as an ECL Dorado minicomputer.

The dissertation reports two results that run counter to conventional wisdom: that a reduced instruction set computer can offer excellent performance for a system with dynamic data typing such as Smalltalk-80, and that automatic storage reclamation need not be time-consuming.

13/5/9 (Item 5 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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840727 ORDER NO: AAD84-09570

**LAY LEADER PARTICIPATION IN EXTENSION WORK IN THE PHILIPPINES**

Author: SUMAYAO, BLANDA RELENTE

Degree: ED.D.

Year: 1983

Corporate Source/Institution: THE LOUISIANA STATE UNIVERSITY AND  
AGRICULTURAL AND MECHANICAL COL. (0107)

Source: VOLUME 45/01-A OF DISSERTATION ABSTRACTS INTERNATIONAL.  
PAGE 53. 312 PAGES

Descriptors: EDUCATION, ADULT AND CONTINUING

Descriptor Codes: 0516

The need for research on people participation in development, particularly by extension lay leaders, is especially important in the Philippines where, paradoxically manpower in agricultural extension is limited but abundant in the rural areas. This study, therefore, was conducted to analyze empirically the participation of lay leaders (LLs) in the local agricultural extension programs in two Philippine provinces. Basic data were developed by personal interview of 107 LLs and 79 extension **agents** (EAs) in these provinces.

Participation of LLs was primarily in program implementation, quite minimal in planning and evaluation.

In implementation, participation by the majority of the LLs was principally in the areas of: **technical assistance**, attending to **project** visitors, and communicating notices and directives to other people. Participation in planning was directed toward the identification of barangay needs and problems and the formulation of **project** objectives. The few who participated in evaluation basically monitored **project** activities.

The LLs were highly favorable to participation especially in planning and implementation. Practically all of them favored participation in identifying barangay needs and problems, in furnishing information about the barangay, calling and presiding over meetings, attending to **project** visitors, and monitoring of **project** activities.

The EAs perceived higher participation by their LLs whether it was in planning, implementation, or evaluation. However, they were not as enthusiastic as the LLs concerning LL participation in program development activities particularly in evaluation.

The two groups of respondents also differed in the activities favored for LL participation.

The correlation tests showed highly **significant** relationships among **levels** of participation in planning (LOP(*p*)), implementation (LOP(*i*)), and evaluation (LOP(*e*)).

Using the multiple regression analysis, the variance in LOP(*p*) was best explained by organizational affiliation; that of LOP(*i*), by age, organizational affiliation, family responsiveness, and preparation for work, these last two **giving** negative beta values; variance in LOP(*e*) was explained by organizational affiliation; and variance in overall level of participation by organizational affiliation, family responsiveness, and preparation for work, again these last two variables **giving** negative beta values.

It was concluded that lay leader participation in the local extension programs in the two Philippine provinces is apparent only in implementation.

13/5/10 (Item 6 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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743738 ORDER NO: AAD81-09772

AN INVESTIGATION OF FEDERAL INTERVENTION IN SPECIAL EDUCATION: MODEL  
PROGRAMS AND THEIR USE OF TECHNICAL ASSISTANCE

Author: SHOEMAKER, MARY SUE  
Degree: PH.D.  
Year: 1980  
Corporate Source/Institution: UNIVERSITY OF WASHINGTON (0250)  
Source: VOLUME 41/11-A OF DISSERTATION ABSTRACTS INTERNATIONAL.  
PAGE 4680. 230 PAGES  
Descriptors: EDUCATION, SPECIAL  
Descriptor Codes: 0529

Using descriptive analysis and correlational research procedures this study investigated relationships between two federally-supported education programs: (a) a set of model demonstration **projects** and (b) the **technical assistance** agency funded to provide support to those **projects**. Two major research questions were addressed: (1) is there a set of model **project** characteristics which relate to model **project** use of technical assistance, and if so (2) what are the relationships of **selected** individual variables to model **project** use of **technical assistance**? Model **project** variables included characteristics of model **projects** in four areas (institutional setting, **project** resources, structural-operational factors and encounters with outside assistance). **Technical assistance** variables studied were **level** of use, types of assistance and content focus of information provided by the assistance system to the model **projects**. Participants in the study were **representatives** of each of sixty-eight model **projects** and staff members of the **technical assistance** agency. Although a set of model **project** characteristics related to model **project** use of **technical assistance** was not found, the study did find **significant** relationships between a number of individual variables and model **project** use of **technical assistance**.

13/5/11 (Item 1 from file: 583)  
DIALOG(R) File 583:Gale Group Globalbase(TM)  
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06110863

Not just hot air

UK: BOC UNVEILS NEW SERVICE INITIATIVE  
Financial Times (FT) 09 Feb 1995 p.19  
Language: ENGLISH

A new customer service initiative has been launched by BOC Gases. Its GB# 2mn **Project** Telephone provides its 300,000 customers with a freephone service which will enable them to place orders, make complaints, obtain **technical support** or even emergency help. Plans to introduce the service were preceded by surveys of customers and their **levels** of satisfaction. The **importance** of the customer has increased as competition has grown. BOC currently has 60% of the market but a number of new companies, Linde of Germany and Aga of Sweden, have gained marketshare. As a result BOC felt it was advisable to introduce a customer driven contact service. Each phone **operator** at BOC has been trained to **give** guidance across a broad range of issues. Where more advice is required a specialist will be sought.

COMPANY: BOC  
PRODUCT: Industrial Gases (2813);  
EVENT: Marketing Procedures (24);  
COUNTRY: United Kingdom (4UK);

Set	Items	Description
S1	335178	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HANDL?
S2	13027027	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	4594478	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	8932217	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	8151025	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	7477940	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR SIGNIFICAN?? OR VALUE
S7	227831	S2 (10N) S3
S8	227712	S5 (7N) S6
S9	27159	S8 (S) S4
S10	655	S7 AND S9
S11	61	S10 AND S1
S12	13	S11 NOT PY>2001
S13	12	RD (unique items)

File 20:Dialog Global Reporter 1997-2006/Jan 03  
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13/3,K/1

DIALOG(R)File 20:Dialog Global Reporter  
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30437050 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Event Brief of Q2 2003 The St. Paul Companies Inc. Earnings Conference Call**  
**- Part 1**

FAIR DISCLOSURE WIRE

July 03, 2000

JOURNAL CODE: WFDW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 4613

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... 3. Strategic Progress: 1. Started with a view based on events at agent and distributor level . 2. There has been significant consolidation with implications for every insurance company doing business at the agent level. 3. Had...

... has been able to expand. 6. Specific results of this quarter are very encouraging. 4. **Operational** Data: 1. Small commercial arena: 1. Team has done a remarkable job building the business... over volatile line of business. 3. In April, co. announced it had received notice on claims from a bankrupt principal with bonds with penal sums totaling \$120m and started receiving claims . 4. Have reviewed assessment of those claims and total exposure, and booked \$86m pre-tax charge discussed on Friday. 1. Charge after...

... the payments related to bonus or profit sharing. It's amazing how that can change agent behavior. They view us as customers and they give us what we ask for. That's been part of the change in agent behavior...

...business we're now writing. We don't always know. We're dealing with an agent who picks up the new account and it comes to us as an opportunity. There's a... ago, we had none of it, no infrastructure to deliver that product. We were adversely selected against. We viewed it as an accommodation to the agent rather than a business with returns. We knew that if we didn't fill that...

...in the flow of the business that would come at us. We opened our first service center in Atlanta about 14-16 months ago, we're in the process of opening up...

13/3,K/2

DIALOG(R)File 20:Dialog Global Reporter  
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18197428 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TELEGRAPH: Telegraph Group Limited speeds ahead with new help desk software**

M2 PRESSWIRE

August 06, 2001

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 763

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**TELEGRAPH: Telegraph Group Limited speeds ahead with new help desk software**

... Telegraph and The Sunday Telegraph, is to significantly increase

the speed and efficiency of its **help desk** with the purchase of a new system from Sunrise Software, the UK's leading developer of customer service and **help desk** solutions.

Sunrise's Enterprise solution will replace Telegraph Group's current system that it has...

... purchasing decision as it can be completely tailored to meet the specific needs of the **help desk** team.

Malcolm Day, **technical support** manager, Telegraph Group Limited, said: "We were happy with the existing product for a number...

... system's capabilities. Moving to Sunrise's Enterprise solution will increase the speed of our **help desk** and provide the added benefit of Internet resources. We've built a very good relationship...

... will continue to provide us with high levels of product functionality and support."

The IT **help desk** plays a pivotal role at the Telegraph Group as downtime in any part of the system would have an immediate impact on the paper's productivity.

The **help desk** supports more than 1,000 IT users throughout the business and Enterprise will considerably increase its ability to respond to and resolve IT user queries more quickly.

The new **help desk** system will support 25 agents, allowing them to resolve calls with a greater level of speed. Enterprise will help agents to prioritise actions on calls received and quickly allocate **tasks** to the right engineers or third party suppliers. The new system will also help the ...

... s Web Client and InternetDesk features will enable engineers to gain remote access to the **help desk**. This will improve the overall level of productivity as **engineers** can update the system as they resolve problems and **pick** up their next job without having to return to the **help desk**'s central location.

Nick Payne, director of strategy, Sunrise Software, said: "When we reviewed The Telegraph's current **help desk**, it was very clear that speed and functionality were imperative. Our Enterprise package is an...

... Software is headquartered in Surrey and is the leading independent developer and solution provider of **help desk** and customer centre software. It has a base of over 1,000 blue chip and public sector clients which rely on Sunrise solutions for the smooth running of their **help desk**, company support and customer service functions.

Sunrise has led the way in the development of **help desk** software in the UK. It also offers a range of consultancy and training services to ensure customers get the maximum benefit from their **help desk** or customer service system.

Sunrise is focused on developing **help desk** and **customer care** solutions that are easy to install, easy to use, scaleable, customisable and cost effective.

About...

13/3,K/3

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16997547 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**INFONET SERVICES:** Infonet's call centre services leverages the Internet; International network based services provide web based capabilities for



**Compaq Computers**

M2 PRESSWIRE

June 01, 2001

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 939

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... IDC, "In an economy of multinational businesses with multinational customers, the delivery and control of **customer care** processes has become increasingly important. Although global in scale, many of these businesses are seeking localized control over their contact center **operations**. Specifically, with centralized headquarters, a growing number of these multinationals are looking for remote and...

... enables an enterprise to effectively route incoming traffic from across Europe. This improves the service **agent** 's productivity and client handling. ICCS **gives** the client the ability, through a sophisticated graphical user interface, to directly control the management...

...between applications and the global network.

Winner of the World Communication Awards 2000 for "Best **Customer Care** " and "Best Carrier," Infonet owns and operates The World Network, accessible from more than 180...

**13/3,K/4**

DIALOG(R)File 20:Dialog Global Reporter

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16975416 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Infonet's Call Centre Services Leverages the Internet; International Network-Based Services Provide Web-Based Capabilities for Compaq Computers**

BUSINESS WIRE

May 31, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 892

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... IDC: "In an economy of multinational businesses with multinational customers, the delivery and control of **customer care** processes has become increasingly important. Although global in scale, many of these businesses are seeking localized control over their contact center **operations**. Specifically, with centralized headquarters, a growing number of these multinationals are looking for remote and...

... enables an enterprise to effectively route incoming traffic from across Europe. This improves the service **agent** 's productivity and client handling.

ICCS **gives** the client the ability, through a sophisticated graphical user interface, to directly control the management...

...between applications and the global network.

Winner of the World Communication Awards 2000 for "Best **Customer Care** " and "Best Carrier," Infonet owns and operates The World Network(R), accessible from more than...

13/3,K/5

DIALOG(R)File 20:Dialog Global Reporter  
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15961768 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Enter the Consultants**

The multi-faceted nature of foreign investment into Korea has created a boom in demand for the services of a new class of expert on the Korean business landscape - the consultant

SECTION TITLE: Investment Window

KOREA TRADE &amp; INVESTMENT

January 01, 2001

JOURNAL CODE: WKTI LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1993

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Often nationality specific like the chamber and frequently working in cooperation with the Korea Investment **Service Center** (KISC), consultants serve as the interface between the foreign company and the Korean business environment...one-stop service company for companies coming into Korea from abroad. "We look for introductions, **select agents**, licensees and even joint venture partners," said Mr. Day. EMS will also undertake due diligence...

...a new investor in Korea, a country manager taking over the running of an existing **operation** has a double problem," said Mr., Michell. "A new investor can adapt to the world..."

13/3,K/6

DIALOG(R)File 20:Dialog Global Reporter  
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15945336 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**CON-WAY Will Enter Airfreight Forwarding Business; Will Link With Other  
CON-WAY Assets for Complete U.S. Coverage**

BUSINESS WIRE

April 02, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1471

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Con-Way Air Express. This startup company will open on Monday, May 14, with 13 **service centers**, each having its own dedicated operations and sales staff. In addition, an agency network has...

... value are the criteria that now drive carrier selection. Our L-T-L and expedited **operations** have given us an excellent vantage point for services positioned on either side of the...

... U.S. airlines. In addition, agreements have been set up with a network of cartage **agents** to cover local **pickup** and delivery in and around airport zones.

"The key to our performance will be our..."

13/3,K/7

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2006 Dialog. All rts. reserv.

10868207 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Fleet Decisions - Insurance - Fleets run for cover.**

Andrew Newman.

FINANCIAL DIRECTOR, p18

April 30, 2000

JOURNAL CODE: WFND LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1897

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... high claims are eventually funded by fleet operators in the form of higher premiums.

Since **operators** essentially finance their own claims in subsequent years, companies must **decide** whether to opt for comprehensive insurance, or whether to place that same money into tax...

...encroached into traditional insurance areas. Their services usually take the form of risk management or **claims handling**, giving **operators** the theoretical opportunity to convert these into realisable financial benefits.

One such provider is the...be carried out from an insurance viewpoint. The surveyor has to talk on the same **level** as fleet operators and understand their **priorities**. If shortcomings are found, then diplomatic skills are preferred. The old method of slapping terms...

...caused by motor accident injuries. The Woolf legal reforms require a new streamlined approach towards **claims handling**. Fleet operators will pay their share the same as everyone else, but some will undoubtedly...

13/3,K/8

DIALOG(R)File 20:Dialog Global Reporter

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09315748

**FOREIGN INVESTORS COUNCIL WHITE BOOK - INVESTMENT CLIMATE IN ROMANIA**

ROMANIAN BUSINESS JOURNAL

January 14, 2000

JOURNAL CODE: WRBJ LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 5389

... Securities Commission, banks and commercial companies in which the government is a shareholder. It offers **technical assistance**, acts as a consultant and offers services related to foreign investments. The legislation still reserves... town), fire brigade, building police, preventive medicine, Romanian Waters, Environment; - Have a homogeneous visa list **specified** throughout the country and independent from the **agent** of the applier (private or company); - Prohibit the public authorities from imposing administrative requirements outside...Tendering The Foreign Investors Council recommends: That the tendering rules be modified to reduce the **significance** given to the price and give greater **weighting** to quality related aspects such as durability, maintenance cost, upgrade potential and further investment needed...

... have been checked to eliminate ambiguity. That a pre-qualification process be introduced for major **projects** according to international practice. That strong enforcement provisions be included in all significant infrastructure contracts... should be able to receive after transformation the subsidies still due under currently existing programs/ **project** agreements such as but not limited to: MUDP (EBRD), IBRD and /or others

**project** agreements, or the outstanding (if any) should be paid as a lump sum to the...

... Office of Competition, except for specific revision mechanisms only in case of government-approved investment **projects**. We recommend that Regii Autonome/Commercial Companies and the Municipality (Local Administration) should be able....

13/3,K/9

DIALOG(R)File 20:Dialog Global Reporter

(c) 2006 Dialog. All rts. reserv..

08604950 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Hammer Technologies Announces Quality Assurance Testing Service for IVR Applications**

PR NEWSWIRE

December 07, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 559

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... availability. If problems are found, the service will generate an immediate page to the appropriate **technical support** group, identifying the nature of the problem and where it was found. Using this service...

... of IVR applications," said Brian Miller, General Manager of Hammer Technologies' Call Center Division. "Service **level** monitoring using actual test calls is **important** because many IVR access and availability problems can be invisible to traditional network-based monitoring...

... or the response time exceeds a pre-established limit, the service can immediately page a **technician** to correct the problem. The page can **indicate** which IVR system the problem was encountered in and where in the call flow the...

13/3,K/10

DIALOG(R)File 20:Dialog Global Reporter

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05975180

**POLITICS OF INVESTING IN THIN AIR THIRD CELLULAR LICENCE**

SECTION TITLE: Information Technology

Marina Bidoli

FINANCIAL MAIL, p79

June 11, 1999

JOURNAL CODE: WFML LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1704

... late in the day, Telia of Sweden and Telenor of Norway - the pioneering cellular telephone **operators** who will merge later this year - have **decided** to participate in the bid. In an exclusive interview with the FM, Saudi Oger - the...tariff bundles (free weekend calls and free line rentals, for example), per second billing, innovative **customer care** and **value** -added packages such as free cricket **scores** and JSE prices. "The first differentiator is to build a good name and offer better...

13/3,K/11

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2006 Dialog. All rts. reserv.

05974845 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**QA TRAINING: QA Training opens new training centre in Dublin**

M2 PRESSWIRE

June 30, 1999

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 530

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...seven fully equipped classrooms. QA Training is the latest in a long line of high- **tech** organisations **choosing** to operate in Ireland. Dublin and the surrounding area are home to a large number...

... Education Centre.

QA Training was instrumental in assisting Compaq establish its new Dublin-based Customer **Service Centre** for Europe, Middle East and Africa (EMEA). QA Training has been providing the technical training...

... in Dublin. We have been very pleased with the competence of trainers provided for this **project** and the professional way in which the **project** has been implemented. Indeed, QA Training have become an integral part of the Compaq ECSC...

13/3,K/12

DIALOG(R)File 20:Dialog Global Reporter  
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00270706 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Company Results: Irish Life**

INVESTORS CHRONICLE, p50

September 26, 1997

JOURNAL CODE: FIC LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 384

... if it's sold is supporting Irish Life shares. Broker Riada forecasts full-year embedded- **value** earnings of IRpounds 106m, **giving** an attractive **rating** beside UK **operators** but, given the patchy **operational** showing and lack of **technical support**, fairly priced.

For full explanation of marketability assessment, search:

Set	Items	Description
S1	175763	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HANDLE?
S2	2885684	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFY? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	1174666	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	2390402	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	2216953	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	2402301	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR SIGNIFICAN?? OR VALUE
S7	198679	S2(S)S3
S8	128556	S5(7N)S6
S9	16842	S8(S)S4
S10	885	S7(4S)S9
S11	50	S10(4S)S1
S12	32	S11 NOT PY>2001
S13	32	RD (unique items)
File	15:ABI/Inform(R)	1971-2006/Jan 03
	(c)	2006 ProQuest Info&Learning
File	610:Business Wire	1999-2006/Jan 03
	(c)	2006 Business Wire.
File	810:Business Wire	1986-1999/Feb 28
	(c)	1999 Business Wire
File	476:Financial Times Fulltext	1982-2006/Jan 04
	(c)	2006 Financial Times Ltd

*Scanned titles and abstracts*

13/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02518079 217240961

**Hiring practices in US third-party logistics firms**

Gibson, Brian J; Cook, Robert Lorin  
International Journal of Physical Distribution & Logistics Management  
v31n9/10 PP: 714-732 2001  
ISSN: 0960-0035 JRNL CODE: IPD  
WORD COUNT: 5477

...TEXT: of GPA average by position type (p-value = 0.018) revealed that management trainee and **technical support** positions had significantly higher GPA requirements than did sales **representative** positions (3.15 and 3.14 versus 2.75). No other significant differences existed by...

...type revealed that some skills are critical in certain positions. Interpersonal skills are significantly more **important** in those positions with high **levels** of customer and/or employee interaction (e.g. sales representatives, **operations** supervisors and logistics coordinators) than in positions of a more **task**-oriented nature (e.g. logistics analysts and **technical support** personnel). Conversely, financial analysis skills are significantly more important to these analyst and **technical support** positions than to the logistics coordinator position. Table II provides additional details regarding these differences...

13/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02243787 85958995

**Sustainable tourism: A view from accommodation businesses**

Hobson, Kim; Essex, Stephen  
Service Industries Journal v21n4 PP: 133-146 Oct 2001  
ISSN: 0264-2069 JRNL CODE: SIJ  
WORD COUNT: 5242

...TEXT: care of the environment was not as important as health and safety, quality, cost or **customer care** in the decision to introduce such changes. The introduction of environmental initiatives was often hindered ...

...government.

In the UK, the public sector has taken a lead over the introduction of **projects** promoting 'sustainable tourism'. In 1991, the English Tourist Board, the Countryside Commission and Rural Development Commission produced two documents outlining how environmental matters might be raised within tourist **operations**. First, 'Tourism and the Environment: Maintaining the Balance' reviewed the wide-ranging environmental impacts resulting from tourist activities and **gave** examples of 'bestpractice' in the management of such impacts [English Tourist Board, 1991 a]. Second, 'The Green Light' expressed the ways in which the **operation** of tourist businesses might be modified to **give** due regard to the concerns of resource use and environmental impact impacts [English Tourist Board, 1991 b]. These reports were followed by three 'National Pilot **Projects**', funded by the ETB for three years, to explore the application of 'sustainable management' in different tourist environments. The **projects** introduced initiatives to

encourage the adoption of sustainable practices in tourism businesses  
(South Devon: Plymouth...

...Green Tourism Initiative was a Green Audit Kit, designed to provide structured guidelines for tourist **operators** on the relative benefits of introducing energy conservation, local purchasing, waste management, health and conserving...

...gains. It was launched in 1993 and, by the end of the two year pilot **project**, 189 businesses in South Devon were participating in the programme. It has since been promoted at a national **level**.

Despite the growing international recognition of the **importance** of environmental sustainability across many economic sectors, the main issue remains the translation of the...

13/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02229935 82195481

**The optimum benefit bundle and promotion strategy for automated lumber grading systems**

Cumbo, Dan W; Kline, D Earl; Smith, Robert L  
Forest Products Journal v51n9 PP: 63-68 Sep 2001  
ISSN: 0015-7473 JRNL CODE: FPJ  
WORD COUNT: 4135

...TEXT: For brevity, only five attributes were used in the phone survey: system accuracy, machine cost, **technical support**, tallying capability, and sorting capability. The second question asked participants to estimate the company's...

...ANOVA was based on all industry sectors combined. No significant differences were detected on the **technical support**, tallying capabilities, sorting capabilities, or annual lumber input variables, indicating that non-response bias did...

...performed at a 95 percent confidence level. Significant differences were not detected for machine cost, **technical support**, tallying capability, sorting capability, or estimated annual lumber input. However, a significant difference was detected...

...on most variables. However, the presence of significant differences on system accuracy in both comparisons **indicates** that our findings on this attribute may not be **representative** of the population.

TABLE 1.

THE BENEFIT BUNDLE

The first objective of this study was...

...equipment, throughput speed, ability to switch grading rules, ability to switch species, simplicity of operation, **technical support**, equipment warranty, reduction in labor costs, tallying capabilities, sorting capabilities, and color sorting capabilities. The rating hierarchy for each factor was based on a **scale** of 1 to 7 (1 = least **important**; 7 = most important) (Table 1).



All sectors rated all 14 factors on the list at...

...was defined in this study as the five highest-rated attributes. While equipment warranty, accuracy, **technical support**, reduction in labor costs, and durability rated high among the cabinet, furniture, dimension, and flooring...

13/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02061027 59180474

**Implementing supply chain management lessons learned at Becton Dickinson**  
Kanet, John J; Cannon, Alan R  
Production & Inventory Management Journal v41n2 PP: 33-40 Second Quarter  
2000  
ISSN: 0897-8336 JRNL CODE: PIM  
WORD COUNT: 3739

...TEXT: product divisions. Moreover, the team approach included representation from software technology suppliers as well as **representatives** from the affected customer base. Membership in each project team was **decided** based on personal capabilities of the available employee pool and the goal of ensuring mixed...

...objectives, as shown in table 1.

Don't Abdicate Responsibility to Technology Suppliers In large- **scale** technology **projects** requiring **significant** external **technical assistance** (as in the case of implementing new software technology), a common pitfall is allowing technology...

13/3,K/5 (Item 5 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02056596 58009277

**FootPrints version 4.3**

Anonymous  
Call Center Solutions v19n2 PP: 98-101 Aug 2000  
ISSN: 1521-0774 JRNL CODE: TLM  
WORD COUNT: 1659

...TEXT: more like an agent now, we added a new entry, as if addressing a particular **help desk** concern. We first entered a title for the problem, the **priority level** (1-10) and whether the status was open or closed. We then entered the contact into our address book by either **selecting** an old contact (a person who has made inquiries in the past) or entering a...

...relevant file with the entry and add a description about it. Of course, we also **assigned** the **project** members) for that particular entry. We had the option of sending the entry information to other **agents** not officially listed as part of the **project** by typing their e-mail address into the "CC" box. Last, we had the option...

13/3,K/6 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)  
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02052235 57381277

**Getting to the top: Career paths of personnel directors**

Kelly, James; Gennard, John  
Human Resource Management Journal v10n3 PP: 22-37 2000  
ISSN: 0954-5395 JRNL CODE: HRMJ  
WORD COUNT: 7005

...TEXT: successfully put in a similar change at a major car manufacturer, albeit on a smaller **scale** .

Wider business awareness was **important** in the selection of directors, but not as much as professional competence and interpersonal and...

...per cent) than those at corporate level. Here non-personnel work ranged over issues like **customer care** , acquisitions and quality assurance.

CE/MDs gave the highest priority, in the selection of directors...

13/3,K/7 (Item 7 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01993690 49880913

**Eight steps to a superior HR services center**

George, Michael; Lowe, Gary  
Call Center Solutions v18n3 PP: 106-113 Sep 1999  
ISSN: 1521-0774 JRNL CODE: TLM  
WORD COUNT: 2489

...TEXT: transactions. Properly staffed, and configured with the right variety of tools and technology, the HR **services center** can handle the more complex, high-cost transactions.

So, does it work? According to Steve...

...and job postings," said Hutton. "But to optimize service delivery and our technology investment, we **decided** to go the extra mile." FMB created a HR **service center** that offers one-stop information access, transaction capabilities and live assistance provided by **representatives** equipped with tools to effectively handle all types of inquiries.

The HR **service center** is not just a call center that translates retail industry order processing into HR administrative **tasks** . It is a powerful force, delivering relatively short ROI that can help HR professionals move ...

...change for the enterprise. "Many companies are currently considering some form of HR call center/ **service center** ," said Bob Hunter, global managing partner for human capital at Andersen Consulting. "Some of these ...

...are outsourced, but many are internal. The key question is how to move the call/ **service center** supporting administrative activity to supporting value-added HR activity. Metrics need to change from purely efficiency to effectiveness and **value** contribution. When these centers move to this **level** , there is a new ROI measure supporting the overall

goal of helping HR to assume its role as the change agent/navigator for the enterprise."

Good HR **services centers** deploy an innovative division of labor between HR generalists and specialists. By applying a tiered response system, they keep quality up and costs down by **giving** generalists the tools they need to complete tasks formerly reserved exclusively for HR specialists. Armed

...then sent to HR specialists. It enters a queue of cases awaiting the next available **representative**. In rare instances (about 5 percent of the call load), an especially complex or sensitive...

...At First Maryland Bancorp, in combination with self-service, the front line of customer service **representatives** is closing 70 percent to 80 percent of HR. payroll and benefits transactions.

"Centralized service...

...with employees."

Eight Steps To Success

So how do you create a world-class HR **services center**? Can you use your company's existing call center? The following eight steps have been...

13/3,K/8 (Item 8 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01819004 04-69995

**State-of-the-art**

Vartabedian, Matthew

Call Center Solutions v17n9 PP: 48-54 Mar 1999

ISSN: 1521-0774 JRNL CODE: TLM

WORD COUNT: 2775

...TEXT: SQL server back-end.

The Siebel installation enables cradle-to-grave call tracking, very useful in **tech support** or **help desk** environments, lets the agents (sales and service reps alike) view complete customer histories, including information...

...set is too limiting for their business needs moving forward. Skills-based routing, at the **agent** rather than queue level, is the ultimate goal and since the CTI middleware, Siebel and the upgraded ACD can all do it, Mr. Vance will have to **decide** which routing package provides the most value with the least trade-offs.

Workforce management/scheduling...

...center environment so that service level is kept to a reasonable level is no mean **task**. Since labor is by far the biggest piece of a call center's cost, efficient...

...sets and therefore more finely tuned staffing projections for a given call volume and service **level**. This increased precision might possess added **value** for the CompUSA call center given the variety of campaigns run.

(Photograph Omitted)

Captioned as...

**13/3,K/9 (Item 9 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01817374 04-68365

**Par for the course**

Anonymous

American Agent & Broker v71n4 PP: 24-33 Apr 1999

ISSN: 0002-7200 JRNL CODE: AGB

WORD COUNT: 2688

...TEXT: Golf-course decision-makers were asked to rank the most important factors they consider in **deciding** which property-casualty insurance policies to buy. Overall, price and quality of service provided by the **agent** were the top two factors, while risk management services and **agent** recommendations were the least important.

The aspects of service that are most important to decision-makers are accessibility to agents (24% mentioned), communication (22%), **claims - handling** (18%) and knowledge of the industry (17%). The eight factors evaluated, in order of importance, are summarized in Figure 1 on page 29. (Note that the percent **ranking** each factor "first" is shown.)

The **importance** of the factors varies slightly by course type. For private clubs, quality of service provided...

...by price (19%) and comprehensiveness of coverage (17%). Among semiprivate clubs, price and service are **ranked** "neck and neck" as most **important** (28% and 25%, respectively), and insurance company reputation and ability to pay **claims** are next (12%). On average, the availability of risk management services is the least important...

**13/3,K/10 (Item 10 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01763154 04-14145

**The call of the Web**

Hall, David

Telecommunications (International Edition) v33n1 PP: 77-79 Jan 1999

ISSN: 0040-2494 JRNL CODE: TIE

WORD COUNT: 2079

...TEXT: a downloaded JAVA applet or Active-X application which will run on modern Web browsers.

**Customer Care in Action**

The question now is how best to implement the solution within the company ...

...issues that will inevitably arise.

Once the organisational roles have been clearly defined, then the **task** of integrating the Internet and telephony solutions together can begin. Again,

careful planning will be...

...both explicit from the submission of forms, and implicit such as the originating IP address **indicating** the origin of the contact as a business, or an educational institution for example (.com...

...etc.), or previous Web pages visited. Effective management of this information and presentation to the **agent** prior and during the contact is again an **important** consideration.

The selection of the **level** of integration required is likely to indicate the technologies warranted. There are a large number...

**13/3,K/11 (Item 11 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01652034 03-03024

**Static-free operation**

Fulcher, Jim

Manufacturing Systems Selecting and Implementing Enterprise Solutions  
Supplement PP: A50-A52 May 1998

ISSN: 0748-948X JRNL CODE: MFS

WORD COUNT: 1736

...TEXT: representatives from all other functional groups in the company: engineering, materials, manufacturing, and sales.

"The **project** team then worked with Berry, Dunn, McNeil, and Parker, a local accounting group that also...

...We completed a needs-assessment program, held various discussions, and completed a 56page questionnaire that **ranked** our needs by high, medium, and low **priority**. The consultants then fed those answers into a software program that cross-references business requirements...

...training program for small groups of Chapman employees. The training, led by Bob Amalfitano, a **customer support** representative from Expandable, was customized for each of the company's functional groups and tailored...

**13/3,K/12 (Item 12 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01435666 00-86653

**Implementing automation in multiple offices**

Pinette, Scott; Peck, Steve

American Agent & Broker v69n6 PP: 26-32 Jun 1997

ISSN: 0002-7200 JRNL CODE: AGB

WORD COUNT: 2611

...TEXT: phone jack.

Prior to installing our system, we created a "model office" and our automation **help desk**, which coordinates all of our automation activities. We now employ six full-time computer professionals...

...and software vendors before deploying their products to our field

offices. We set up the **help desk** because we want our field-office personnel to concentrate on producing business and servicing customers...

...agency structure we had in mind and give us leading edge technology (upload, download, integrated **rating**, etc.). More **important**, we wanted a system that was more marketing-oriented than **task**-oriented. ...many of the ones available at that time, was designed to make such "back-office" **tasks** as invoicing, accounting, etc., more efficient. We desired a system that was more interactive throughout...

13/3,K/13 (Item 13 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01431846 00-82833

**The support burden: Software support: Who carries whom?**

Gow, Kathleen

Computerworld v31n23 PP: G8, G14+ Jun 9, 1997

ISSN: 0010-4841 JRNL CODE: COW

WORD COUNT: 2672

...TEXT: be available to consult with your global offices.

EASE ADMINISTRATION and purchase costs by consolidating **software support** via an international software distributor.

Companies that intend to add their own global enhancements to...

...slower in migrating because of the extra time needed to take modifications to the next **level** and roll them out," he said.

Another **important** element to ensuring that software can be supported consistently around the world is to ensure your **selection** process is global. BritishAmerican Tobacco's Mak advises companies instituting global information systems to first put together a **task** force of **representatives** from geographically dispersed operating divisions to discuss plans.

Above all, AHP's Villano cautioned, don...

13/3,K/14 (Item 14 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01334378 99-83774

**Quantifying the tradeoffs between cost & quality for systems service support**

Boronico, Jess S; Zirkler, Andre; Siegel, Philip H

Journal of Applied Business Research v12n4 PP: 70-82 Fall 1996

ISSN: 0892-7626 JRNL CODE: JRH

WORD COUNT: 3560

...TEXT: approaches the mean service, this suggests that outsourcing may be a viable alternative for small **help desks**.

Conclusions

**Help desks**, which provide computer/ **software support**, have

experienced significant growth in the past decade. This growth has led to several problems...

...At the same time, support has become a major factor in consumers' product preferences. Consequently, **help desks** are faced with the problem of achieving a balance between cost of and quality of...

**13/3,K/15 (Item 15 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01286501 99-35897

**Waste not want not: School finance reform and educational equity in New Jersey**

Firestone, William A; Goertz, Margaret E  
Public Budgeting & Financial Management v8n2 PP: 224-246 Summer 1996  
ISSN: 1042-4741 JRNL CODE: PBFM  
WORD COUNT: 6365

...TEXT: in the country, its administration had a vision of making its schools into integrated social **services centers** to help overcome the economic depression and family dislocation so prevalent in surrounding neighborhoods. To...

...social workers, psychologists etc.--in schools. At the same time, SN3 initiated an integrated social **services center** in high schools ... enrichment program in the middle school. The district also sent a teacher who had been **assigned** as the audio-visual coordinator back to the classroom. These changes did impact on services...

...initial dislocation in the use of audio-visual materials in the high school until a **technician** was hired.  
In TRI, the changes in staff-student ratios were not as large as...

...changed their teaching force during the three years after passage of QEA and what teachers' **assignments** were in 1993 at the end of the three-year period. In our sample special **level**. There are **important** differences in how transition aid and special needs districts use administrators. Statewide the poorer districts...

...in how districts allocated their funds resulted in more even spending in the categories of **operation** and maintenance and capital outlay. In fact, the special needs districts in the sample were...

**13/3,K/16 (Item 16 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01245057 98-94452

**The finance function of the future: How lending departments are changing**  
D Arcy, Mark

CPA Journal v66n7 PP: 60-63 Jul 1996  
ISSN: 0732-8435 JRNL CODE: CPA  
WORD COUNT: 2438

...TEXT: technology and new financial systems, it is now possible to consolidate transaction processing into shared **service centers** while still distributing information for use by finance analysts within the

operating units. This streamlines...

...control to the level at which it is performed, and rather than finance demanding control, **operations** feel that they own the control. A major U.S. automaker has transferred all cost...

...analysts work hand-in-hand with the operating managers to control costs at the process **level**. **Significant** cost reductions are achieved by catching problems on the floor rather than on a P...

...customer sales and support, capital markets, and strategic services. These are all supported by shared **service centers** that provide transaction processing to the business units and controllers, who can cross several networks...were crossfunctional and responsible for design of a given portion of the airplane. The finance **representatives** were able to provide real-time cost analysis and were familiar with all issues the team faced, which allowed them to **give** much higher quality information.

The finance department is providing additional training to its staff to...

13/3,K/17 (Item 17 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01151833 98-01228

**Requirements for successful reengineering**

Klein, Mark M

INFOR v33n4 PP: 225-233 Nov 1995

ISSN: 0315-5986 JRNLCODE: IOR

WORD COUNT: 4966

...TEXT: What appears to work best is to utilize teams of line people to perform reengineering **projects**, with some professional support. At the start of a reengineering program, the primary need is...

...and which are value-added. To accomplish this work, a broad-based team of mid- **level** managers usually works best.

After the most **important** processes are **selected**, the next **task** is to redesign them. For this, a narrower team of mid- and lower-level managers ...

...process design must be implemented. For this, the design team is usually expanded to include **representatives** of those jobs, at all levels of the organization, that will be affected by reengineering...  
...called away to do more important things.

Reengineering teams also need support: clerical and/or **technical support**, training, facilitation and governance. By "governance", I mean the management and positioning of the team...

13/3,K/18 (Item 18 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01125994 97-75388

**How we tested**

Welch, Jill



InfoWorld v17n47 PP: 80-82 Nov 20, 1995  
ISSN: 0199-6649 JRNL CODE: IFW  
WORD COUNT: 2169

...TEXT: SUPPORT AND PRICING

#### Documentation

For a satisfactory score, the documentation had to describe the basic **operation** of the monitor. Useful diagrams, screen shots, a glossary, and any special extras raised the...

...a score if a product's manual was poorly organized, lacked important information, or contained **significant** errors.

#### Support policies

For a satisfactory **score**, a vendor had to offer a one-year parts and labor warranty and unlimited free **technical support**. We awarded bonus points for money-back guarantees, extended support hours, and a toll-free **technical support** number. Vendors that provided additional written materials via a fax-back service, a private BBS, or CompuServe received half-point bonuses. We subtracted points if a vendor offered no **technical support**, a limited support period, or dealer-only support.

#### Technical support

We based **technical support** scores on the quality of service we received during multiple anonymous calls. We posed typical...

...such as how to adjust color and correct geometric distortion problems. For a satisfactory score, **technicians** had to **give** correct answers to our questions in a timely manner. We awarded bonus points if **technicians** went above and beyond the scope of the original question. We subtracted points for unreturned...

13/3,K/19 (Item 19 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01125993 97-75387

#### Big screen test, take 10

Murdock, Michelle

InfoWorld v17n47 PP: 74-78+ Nov 20, 1995  
ISSN: 0199-6649 JRNL CODE: IFW  
WORD COUNT: 5203

...TEXT: SUPPORT AND PRICING

#### Documentation

For a satisfactory score, the documentation had to describe the basic **operation** of the monitor. Useful diagrams, screen shots, a glossary, and any special extras raised the...

...a score if a product's manual was poorly organized, lacked important information, or contained **significant** errors.

#### Support policies

For a satisfactory **score** , a vendor had to offer a one-year parts and labor warranty and unlimited free **technical support** . We awarded bonus points for money-back guarantees, extended support hours, and a toll-free **technical support** number. Vendors that provided additional written materials via a fax-back service, a private BBS, or CompuServe received half-point bonuses. We subtracted points if a vendor offered no **technical support** , a limited support period, or dealer-only support.

#### **Technical support**

We based **technical support** scores on the quality of service we received during multiple anonymous calls. We posed typical...

...such as how to adjust color and correct geometric distortion problems. For a satisfactory score, **technicians** had to **give** correct answers to our questions in a timely manner. We awarded bonus points if **technicians** went above and beyond the scope of the original question. We subtracted points for unreturned...

13/3,K/20 (Item 20 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00973035 96-22428

#### **Executive profile: Kurt Landgraf**

Koberstein, Wayne

Pharmaceutical Executive v14n9 PP: 36-48 Sep 1994

ISSN: 0279-6570 JRNL CODE: PHX

WORD COUNT: 7516

...TEXT: targets emphasize earnings over revenue. That effectively imposes both revenue- and cost-consciousness at every **level** of every **operation** .

"Earnings are **important** in this context because we must be self-supportive of our large R&D staff...

...Those products include old standbys such as Coumadin (warfarin), an anticoagulant; thalium, a heart imaging **agent** ; and I.V. Persantine (dipyridamole), for use in stress testing without exercise. In Europe, the ...

...works for Trexan and Coumadin. With Trexan, an opioid antagonist, the company is pursuing an **indication** for alcoholism; with Coumadin, additional cardiovascular indications. Landgraf says the company is also pouring a...

...will now distribute all the radiopharmaceutical division's products in bulk to 110 nuclear pharmacy **service centers** and to more than 6,000 hospitals, clinics, "...With our product lines. We can give them excellent pricing along with excellent technical and **customer support** . They are more likely to use our product line as compared to some other competitors ...

13/3,K/21 (Item 21 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00930357 95-79749

**Options for networking ACDs**

Pearce, Jonathan

Telecommunications (International Edition) v28n9 PP: 65, 132 Sep 1994

JRNL CODE: TIE

WORD COUNT: 1920

...TEXT: hub within many organizations' customer service departments, for example, credit card authorization, telephone banking, telesales, **help desks** and so on, which means that telecoms managers are having to make informed decisions on...

...play with a larger centralized group. Holiday Inn, for instance, is one organization which has **chosen** this option by setting up its call centre, in Holland, with the help of the...

...that its population is generally proficient in more than one language. Therefore, Holiday Inn's **agents** can handle reservations from all European countries in over ten languages. The savings, resulting from...

...lines and an Aspect CallCenter system, which routes every incoming call to the first available **agent** able to speak the customer's language.

Other European countries, especially the smaller ones, are...

...trying to do the same with service based organizations, and Dell Computers has its European **support centre** based there.

Considering economies of scale alone, it is clear that a single, large **operation** may be the optimum solution. However, to base all of this on the one site...

...for a busy call centre with significant volumes of business every day, these are vitally **important** because events which affect staff **levels** affect the business.

There is therefore a need to address this option in an alternative...

13/3,K/22 (Item 22 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00908398 95-57790

**Building development capacity in nonmetropolitan communities**

McGuire, Michael; Rubin, Barry; Agranoff, Robert; Richards, Craig

Public Administration Review v54n5 PP: 426-433 Sep/Oct 1994

ISSN: 0033-3352 JRNL CODE: PAR

WORD COUNT: 6370

...TEXT: ability to create and communicate a vision for the community serves as an important motivating **agent** (Gittell, 1990). The presence of such leadership and a shared vision for development are **indicative** of capacity.

Capacity can also be measured by observing the strength of linkages outside of...

...formally through intercommunity partnerships and regional development organizations (Cigler, 1991) or informally by seeking out " **project**

-specific know-how" from neighboring communities (Flora and Flora, 1991, 154), is viewed as possessing...

...is seldom identified in development research is the vertical linkage between the community and higher levels of government. Financial and **technical assistance** are **important** for small cities engaged in a local development effort (John, Batie, and Norris, 1989). A...

...balance between coordination and participation in development activities. A lead agency acts as the organizing **agent** in local economic development and is the dominant institution responsible for organizing and coordinating the...

...day-to-day basis (Gittell, 1990). Consistent with contemporary policy implementation theory, which posits that **designating** a lead agency results in a more trouble-free and more rapid implementation style (Goggin ...

**13/3,K/23 (Item 23 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00767692 94-17084

**Rural manufacturers: Attributes and technical assistance needs**

Leistritz, F Larry; Wanzek, Janet K

Economic Development Review v11n3 PP: 55-61 Summer 1993

ISSN: 0742-3713 JRNL CODE: EDR

WORD COUNT: 3786

...TEXT: 3) expenditures and suppliers, (4) employment, (5) financing, and (6) future plans and needs for **technical assistance**.

**GENERAL CHARACTERISTICS**

Most of the respondents (79 percent) reported that their establishment was the only...

...engaged in durable goods manufacturing (Table 1). Firms in the SIC categories that have been **designated** as high- **tech** (Smith and Barkley 1988) accounted for about 11 percent of the respondents. Agribusiness firms...

**13/3,K/24 (Item 24 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00748406 93-97627

**Extending the role of the corporate library: Corporate database applications using BRS/SEARCH software**

Lammert, Diana

Database v16n4 PP: 45-52 Aug 1993

ISSN: 0162-4105 JRNL CODE: DTB

WORD COUNT: 4134

...TEXT: evaluation reports, which contain the results of analyses performed in our R&D labs. This **project** proposes an interesting challenge, as this group would like to manipulate the statistical data in ...

...that provides the results of testing the material, such as the chemical content of the **grade** . Numeric **value** searching was required by the searchers, as they want to be able to query the...

...are already using MIC-designed databases. Customized menus to facilitate end-user searches and a " **help desk** " for questions regarding searches are also on the horizon. We are also exploring the integration...

**13/3,K/25 (Item 25 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00728585 93-77806

**Technology as Perceived by R&D Team Leaders: An Analysis**

Iya, Sandhya; Akhilesh, K. B.

R & D Management v22n3 PP: 265-276 Jul 1992

ISSN: 0033-6807 JRNL CODE: RED

WORD COUNT: 5746

...TEXT: make.

The respondents were drawn from the Telecommunications and Space Technology R&Ds, and were **designated** as team leaders by the respective organisations. While the exact title given to these leaders...

...section head', they were all responsible for coordinating the activities of a group of scientists/ **engineers** with regard to a particular project/product. Responses were elicited from leaders of all R&D teams in the two organisations **chosen** , except those who were away on long leave during the period of data collection. The...

...mean work experience being 19 years (see Table 1). (Table 1 omitted)  
The first organisation **chosen** for the study is a public sector pioneer in the Telecommunications industry. Its in-house R&D was established in 1974 and comprises three Divisions, with a total of 800 **engineers** . These three Divisions are differentiated on the basis of products and are called the 'Transmission...

...the 'Spacecraft Electronics' Group, 'Mechanical Systems' Group, 'Control Systems' Group, 'Planning & Development' Group, and the ' **Technical Support** ' Group. Other relevant details about the two organisations can be found in Appendix 'B'. (Appendix...

**13/3,K/26 (Item 26 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00727810 93-77031

**Core Capabilities and Core Rigidities: A Paradox in Managing New Product Development**

Leonard-Barton, Dorothy

Strategic Management Journal v13 (Special Issue) PP: 111-125 Summer 1992

ISSN: 0143-2095 JRNL CODE: SMJ

WORD COUNT: 8365

...TEXT: the company, history can have an inhibiting effect. Even if multiple subcultures exist, with differing **levels** of maturity, the older

and historically more **important** ones, as noted above, tend to be more prestigious. For instance, at Chemicals, the culture...

...engineers and related scientists as somehow 'more advanced' than mechanical ~~engineers~~ and manufacturing engineers. Therefore, **projects** involving polymers or film are perceived as more prestigious than equipment **projects**. The other companies displayed similar, very clear perceptions about what disciplines and what kinds of **projects** are high status. The lower status of nondominant disciplines was manifested in pervasive but subtle...

...whom, self-fulfilling expectations, unequal credibility and wrong language. (7)

One seemingly minor yet important **indication** of status affecting product/process development is that lower status individuals usually travel to the physical location of the higher. Manufacturing **engineers** were far more likely to go to the engineering design sites than vice versa, whether ...

...one-way travel reinforce manufacturing's lower status, but it slows critical learning by design **engineers** reinforcing their isolation from the factory floor. The exception to the rule, when design **engineers** traveled to the manufacturing site, aided cross-functional coordination by fostering more effective personal relationships. Such trips also educated the design **engineers** about some of the rationale behind design for manufacture (Whitney, 1988). A design **engineer** in one project returned to alter designs after seeing 'what manufacturing! is up against' when... whole system in the field with a new box and conducting repairs back at the **service center**, because they were unable to present their argument in cost-based figures. Engineering assumed that...

13/3,K/27 (Item 27 from file: 15) ...  
DIALOG(R)File 15:ABI/Inform(R)  
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00703448 93-52669  
**Under the microscope**  
Carleton, Russ  
InfoWorld v15n19 PP: 80-89 May 10, 1993  
ISSN: 0199-6649 JRNL CODE: IFW  
WORD COUNT: 2651

...TEXT: support plans. We subtracted points if the vendor provided limited support or none at all.

**TECHNICAL SUPPORT** : We based scores for **technical support** on the availability of technicians and the quality of service we received during the course of multiple anonymous calls to the vendor.

#### **VALUE :**

**Value scores** reflect the list price weighed against a product's **task**-oriented performance, taking into account the competing products in the category.

With protocol analyzers, different levels of network professionals expect different features. Therefore, we **assigned** three scores for value-for-a network administrator, a network **engineer**, and a network **technician**.

Russ Carleton is founder and chairman of the Onalaska, Wash.-based Interlink Network Consulting Group...

13/3,K/28 (Item 28 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00700364 93-49585

**Diagnostic utility software**

Angus, Jeff

InfoWorld v15n18 PP: 64-67+ May 3, 1993

ISSN: 0199-6649 JRNL CODE: IFW

WORD COUNT: 6559

...TEXT: we awarded a satisfactory score if the vendor provided unlimited free (but not toll-free) **technical support** during standard business hours. We awarded bonus points for toll-free lines, fax and bulletin...

...hours, money-back guarantees, and corporate extended support. We subtracted points when vendors provided limited **technical support** or none at all.

**TECHNICAL SUPPORT** : We based **technical support** scores on the quality of service and the availability of knowledgeable technicians when we successfully...

...vendor.

We awarded a satisfactory score for professional demeanor and correct answers to questions. We **gave** bonus points for extra help by the **technician**. We subtracted points for unusually long waits on hold or incomplete answers.

**VALUE**

**Value scores** reflect the list price weighed against the **task**-oriented performance of each product, taking into account the competing programs in this category.

CHECKIT...

13/3,K/29 (Item 29 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00266536 85-06969

**1985: The Battles Ahead**

van Aartrijk, Peter, Jr.

Best's Review (Prop/Casualty) v85n9 PP: 24-28, 84-85 Jan 1985

ISSN: 0161-7745 JRNL CODE: BIP

...ABSTRACT: be based on an after-tax computation. A recent membership survey by the Independent Insurance **Agents** of America **indicated** that almost 99% are experiencing a definite hardening in the commercial lines market, and over...

...critical issue facing the insurance industry is the dramatic increase in underwriting losses, which should **level** off in 1986. Other issues of **importance** to the insurance industry include: 1. solvency, and how to

regulate for it, 2. the...

...Ferguson Act, 3. how to fund for environmental liability, 4. plans to form an asbestos **claims - handling** facility, and 5. product liability tort reform. ...

13/3,K/30 (Item 1 from file: 610)  
DIALOG(R)File 610:Business Wire  
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00596924 20011005278B9484 (USE FORMAT 7 FOR FULLTEXT)  
**ISPCON Fall 2001 Exhibitor Profiles** ...  
Business Wire  
Friday, October 5, 2001 19:06 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 2,582

...P 500 and the  
Forbes' Platinum 400, is the global leader in integrated billing and  
**customer care** services provided through outsourcing or licensing. We  
serve top companies in telecommunications, Internet, cable and...

...customer contacts we manage each day, both live and via electronic  
interaction.  
Our suite of **customer care** and billing offerings currently includes:  
-- Atlys - The global convergent solution for wireless voice and  
data...

...for cable,  
broadband and satellite providers  
-- WIZARD - The comprehensive solution for multi-channel  
subscription television **operators**  
Convergys (TM) employs over 45,000 people in 49 customer contact  
centers and in our...

...Technologies Inc.  
Booth: 2020  
Contact: Pearl Shertzer  
Phone: 212-679-8022  
E-mail: pearl@friendly- **tech** .com  
Web: www.friendly- **tech** .com  
Friendly Technologies' enable Service Providers to deliver a wide  
range of problem-free services...dial-up, DSL and  
wireless), hosting/Web design, filtering, unified communications,  
branded customer service and **technical support**, automated accounting,  
e-commerce solutions, and expanded product and service offerings.  
IKANO also offers ISDN...

...is a software company that develops and supports  
in-house and ASP rating, billing, and **customer care** solutions to the  
integrated communications marketplace. Info Directions delivers  
convergent, web-enabled solutions to ISPs...  
...Microsoft certification and  
business skills training in customer service, negotiation and time  
management. Courses include **task**-based simulations and skill  
assessments. A master index and search facility allows the student to...

...strategically positioned to meet customers' demands for complex



Internet applications for enterprises with mission-critical **operations** .

Netaxs also offers Private Lambda Services between New York City (111 8th St.), Philadelphia (401...

...IP

networking and software development methodology. NetworkIP leverages its own unique services network to create **significant** economies of **scale** and enables its service providers to deploy e.Communications services without having to make substantial...truck rolls. It also helps in the transition from dial-up to broadband while reducing **technical support** costs. Now available for windows XP. Company: Stalker Software, Inc.

Booth: 3510

Phone: 415-383...

...offering full redundancy and load balancing with 99.999% availability. Its solid performance ensures smooth **operation** under peak loads and its modern standards compliance guarantees compatibility with virtually all mail clients...

...organizations

focus on what they do best, with three distinct business models. One of a **select** group of certified Microsoft Great Plains Business Solutions partners, Vobix delivers the industry's best...

13/3,K/31 (Item 2 from file: 610)

DIALOG(R)File 610:Business Wire

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00268384 20000501122B8850 (USE FORMAT 7 FOR FULLTEXT)

**Business Objects Announces Availability of New Customer Support Services**

Business Wire

Monday, May 1, 2000 08:13 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 978

...needs. They  
include:

Silver Support

Silver Support delivers a combination of direct telephone access to **customer**

**support** engineers in a regional **support center** , as well as access to the

online **customer support** web site. Silver Support answers the needs of customers looking for a balance of self-service information combined with direct telephone access to highly skilled **customer support** engineers.

Gold and Platinum Support

Business Objects first launched its premium level services, Gold and...

...fall of 1999. (See press release dated November 15, 1999

"Business Objects Launches Premium Level **Customer Support** Services.")

Gold and

Platinum Support provide a proactive and collaborative approach to supporting

customers with...

...critical e-BI applications. The plans offer customers the ultimate in personalized service with a **designated** support advocate, and the fastest possible response and resolution time to technical issues. Both plans include access to all **support centers**, offering 24 hour a day, five day a week hotline support. In addition, Platinum Support provides supplemental seven day per week access to support **engineers**.

#### e-Support

Business Objects e-Support is a support plan for customers who prefer to...

...the internet. e-Support provides 24-hour, seven day a week access to the online **customer support** web site, with complete access to the knowledge base, controlled web case logging privileges, and...

...software updates.

"We are very excited to announce the availability of our full range of **customer support** plans," said Jane Garstin, senior director of global **customer support operations** at Business Objects. "The feedback on the online **customer support** web site has been terrific, and we are very happy to be delivering so much..."

...access to technical information, and our knowledge base delivers that. In addition, our new premium **level** services are adding tremendous **value** to our largest customers, especially those with enterprise or extranet deployments. We look forward to continuing to evolve our services as we work with our customers to deliver excellent **customer support**."

#### Pricing and Availability

Gold and Platinum support have been available worldwide since November 1999. Silver...

...France, and will be available in the rest of the world later in 2000. The **customer support** plans range in price from 15%-30% of total license list price.

#### About Business Objects...

13/3,K/32 (Item 1 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2006 Financial Times Ltd. All rights reserved.

0006523561 BOCBTB0ADUFT

Survey of Vehicle Fleet Management (11): In search of value - Insurance  
CHRIS CLARK

Financial Times, P V

Thursday, February 20, 1992

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 859

...to Chris Palmer of Zurich International (UK), to a switch in the debate from premium **levels** to **value** added and guaranteed service standards. Independent market research for Zurich suggests that fleet **operators** place service standards marginally ahead of price in their criteria for **selecting** insurance cover. The finance director of one haulage company described the **claims handling** service as 'absolutely vital'. When repairs take several days to be approved, the lost revenues...

Set	Items	Description
S1	122732	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HAN- DL?
S2	2071288	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC- IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	976614	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR - REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	1923746	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	1581431	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE- VEL? OR DEGREE? OR GRADE?
S6	1508888	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR - SIGNIFICAN?? OR VALUE
S7	56112	S2(10N)S3
S8	48718	S5(7N)S6
S9	7369	S8(S)S4
S10	80	S7(4S)S9
S11	11	S10 AND S1
S12	5	S11 NOT PY>2001
S13	5	RD (unique items)
File 613:PR Newswire 1999-2006/Jan 03		
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File 634:San Jose Mercury Jun 1985-2005/Dec 31		
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File 624:McGraw-Hill Publications 1985-2006/Jan 03		
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*Scanned titles and  
abstract*

13/3,K/1 (Item 1 from file: 613)  
DIALOG(R)File 613:PR Newswire  
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00642356 20010917SFM034 (USE FORMAT 7 FOR FULLTEXT)  
**ActivCard Acquires Authentic8 Internationalty**  
PR Newswire  
Monday, September 17, 2001 02:46 EDT  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 699

## TEXT:

...Authentic8 and ActivCard will result in a platform that integrates into a service operator's **customer care**, provisioning, authentication, encryption and access systems. This unique offer will enhance both the British Telecom and Cable and Wireless systems already in **operation**.  
It will also **give** us a powerful solution offering for service **operators** who are building value-added services on their existing networks."  
"The infrastructure for identity and...

...for the Burton Group, an industry analyst firm. "The combination of ActivCard and Authentic8 provides **important** components that support the large- **scale** provisioning of smart cards as a portable form of digital identity for the enterprise."

About...

13/3,K/2 (Item 2 from file: 613)  
DIALOG(R)File 613:PR Newswire  
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00228004 19991207NETU050 (USE FORMAT 7 FOR FULLTEXT)  
**Hammer Technologies Announces Quality Assurance Testing Service for IVR Applications**  
PR Newswire  
Tuesday, December 7, 1999 16:11 EST  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 578

...availability. If problems are found, the service will generate an immediate page to the appropriate **technical support** group, identifying the nature of the problem and where it was found. Using this service...

...downtime.

"This new service makes it fast and easy for IVR Support and Call Center **Operations** groups to implement continuous service level monitoring of IVR applications," said Brian Miller, General Manager of Hammer Technologies' Call Center Division. "Service **level** monitoring using actual test calls is **important** because many IVR access and availability problems can be invisible

to traditional network-based monitoring...

...or the response time exceeds a pre-established limit, the service can immediately page a **technician** to correct the problem. The page can **indicate** which IVR system the problem was encountered in and where in the call flow the...

13/3,K/3 (Item 1 from file: 813)  
DIALOG(R)File 813:PR Newswire  
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0977690 SFM001  
**ACER AMERICA RAISES LEVEL OF CUSTOMER SERVICE WITH SUBSTANTIAL INVESTMENTS  
IN PEOPLE, TECHNOLOGY AND PROGRAMS**

DATE: July 29, 1996 08:02 EDT WORD COUNT: 1,159

...service and satisfaction by implementing a dedicated infrastructure to achieve quick and accurate resolution of **customer support** calls. Known for having one of the best product warranties in the computer industry, Acer...

...America recently appointed three seasoned professionals: Ralph Herbst as vice president of customer service and **technical support**, Olend King as president of Acer Information Services in Costa Rica, and Jesus A. Lopez as director of technical operations and services.

#### Engineer Brings New Perspective to **Customer Support**

Ralph Herbst, previously vice president of engineering at Acer America, is ideally suited for his new role as vice president of customer service and **technical support**, as he brings extensive technical and management experience to support the one-call problem resolution...

...Phone

In addition to public forum information services and providing two-way communication with Acer **technical support** through the Internet and World Wide Web, Acer has seven dedicated phone numbers to support its customers, depending on their needs:

**Customer Technical Support (800-445-6495) for technical support**

of Acer desktop and notebook computers.

AcerExpertise (900-555-2237) provides answers to software questions...

...services are accessible through:

AcerAnswer (800-684-2237) for automated phone answers to frequently-asked **technical support** and service questions.  
AcerXpress Faxback System (800-554-2494) provides automated fax responses for product information, **technical support** and service questions.

Acer Bulletin Board System (408-428-0140) is Acer's premier on...

...users to download  
software patches and product specifications.

#### New Call Center in Costa Rica Doubles **Technical Support** Staff

Recently promoted from vice president of customer service, Olend King moves into his new position as president of Acer Information Systems' Costa Rica Operations and Services with **significant** goals to increase the **level** of customer satisfaction. King views the investment in customer service as critical in building long...

...bi-lingual populations. Because we share the same databases and phone systems with Acer America, **technical support** is seamless to the caller, whether it is from the United States or from Latin...

...line and voice-automated systems for answering frequently-asked questions.

The over-500 well-trained **customer support** personnel that Acer employs are distributed between the United States and Latin America, with a 1 to 12 supervisor/agent ratio. Jesus A. Lopez directs the **technical support** department in the United States. His goal is to provide "Service Excellence," ensuring that our...

...exchanges. Acer replaces warrantied notebooks and monitors by the next business day when an Acer **tech** **determines** the problem before 3:00 p.m.

Lopez reports that "the large **technical support** staff we employ gives us the flexibility to dynamically allocate personnel where-ever and when...

13/3,K/4 (Item 1 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
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01202506

**OEMs extend aftermarket activity: Airframe, avionics and component manufacturers continue to push deeper into the aftermarket by growing global service networks and support solutions.**

By Henry Canaday  
Overhaul & Maintenance, Vol. VII, No. 8, Pg 40  
September/October, 2  
JOURNAL CODE: OM  
SECTION HEADING: COVER STORY: OEMs IN MRO  
WORD COUNT: 5,318

TEXT:

... U.S., while Fairchild Dornier is hunting for solid third-party shops to serve as **support centers** .

On the component side, TRW Aeronautical Systems (Lucas Aerospace) offers asset management solutions while Rockwell...

... at its Wichita, Long Beach and Puget Sound bases, in addition to Boeing's substantial **customer support** staff. The majority of BAS staff

are **engineers** . **Indicative** of growth, the services unit just has added new office space for 850 engineers in...

... scale integration, and we have technical data," he said. ``Generally, customers agree that Boeing brings **value** on large **scale projects** . Airlines favor Boeing for **projects** that are complex, that touch a lot of different places on the airplane, and that...Launched in 2000, TMSS offers airlines a menu of line and base maintenance, materials management, **technical support** , engineering and training, customized to each carrier's requirements. BAE will coordinate provision of the...centers are full now, according to Wolf Herholz, the company's senior vice president of **customer support** .

Fairchild Dornier has four immediate maintenance priorities. In August, Herholz was checking out repair shops...doing it all 180 degrees will take longer." With a total of 350 staff in **Customer Support** , Herholz now has two people per in-production aircraft, which include 70 jets and 110...

... inefficiently large if Fairchild Dornier...fleets were not growing. Herholz expects to have 0.9 **customer - support** staff per aircraft when current orders are delivered. In the meantime, he is using his...TRW recently has agreed with HRD Aero and HRD Oxygen Systems to jointly establish a **service center** for aircraft pressure vessels in Singapore. TRW will market and service HRD's fire and...

... onboard about 1,000 customer aircraft every day," Gregory said. ``We have interactive training and **technical support** available on CDs and the web." CAS now has customer-service managers assigned to its...

#### SPECIAL FEATURE:

...East.

Fairchild Dornier

Photograph: Fairchild Dornier technicians working on a Do-328 turboprop at the **service center** in Oberpfaffenhofen, Germany.

Photo: Fairchild Dornier

Photograph: Fairchild Dornier customer service representatives research a customer request. The manufacturer employs 350 people in **customer support** functions.

Photo: Fairchild Dornier

Photograph: David Ashton, director of the TRW Aeronautical Systems' equipment services.

...COMPANY NAMES: Airplane Services ; British Airways ; BAE Offers Total Support ; BAE Systems ; Collins Aviation Services ; Continental Express ; **Customer Support** ; Delta Air Lines ; Embraer To Open U S Center ; Express ; Fairchild Dornier Looking For Authorized...

13/3,K/5 (Item 2 from file: 624)

DIALOG(R)File 624:McGraw-Hill Publications

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0182916

#### FLAMANVILLE-2 PRESSURIZER DRYOUT RAISES ERROR WORRIES

Ann MacLachlan, Paris

Nucleonics Week, Vol. 30, No. 51, Pg 2

December 21, 1989

JOURNAL CODE: NUC

ISSN: 0048-105X

WORD COUNT: 572



TEXT:

...similar.

The incident was classified at the lowest level of the French nuclear severity scale, **Level 1**, because it had no immediate safety **significance** and in fact could not have happened if the 1,300-MW-class reactor had...

...overheating and will have to be replaced. The EDF official describes this as "a delicate **operation**," as the damaged heater tubes must be unwelded from the floor of the pressurizer and...

...top.

Framatome has prepared the replacement operation and will carry it out for EDF's **Technical Support** Department. EDF expects Flamanville-2 to be off line until at least mid-January.

To...

... EDF 1,300-MW plant pressurizers (NW, 23 Nov., 3). The EDF official explained that **technicians** had disabled the level **indicators** for inspection of instrumentation nozzles at Flamanville-2. There are 11 penetrations in all, six...

Set	Items	Description
S1	122732	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HANDL?
S2	2071288	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	976614	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	1923746	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	1581431	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	1508888	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR SIGNIFICAN?? OR VALUE
S7	56112	S2(10N)S3
S8	48718	S5(7N)S6
S9	7369	S8(S)S4
S10	80	S7(4S)S9
S11	11	S10 AND S1
S12	5	S11 NOT PY>2001
S13	5	RD (unique items)
S14	433	S7(4S)S8
S15	30	S14(4S)S1
S16	16	S15 NOT PY>2001
S17	16	RD (unique items)
S18	11	S17 NOT S13

File 613:PR Newswire 1999-2006/Jan 03  
 (c) 2006 PR Newswire Association Inc  
 File 813:PR Newswire 1987-1999/Apr 30  
 (c) 1999 PR Newswire Association Inc  
 File 634:San Jose Mercury Jun 1985-2005/Dec 31  
 (c) 2006 San Jose Mercury News  
 File 624:McGraw-Hill Publications 1985-2006/Jan 03  
 (c) 2006 McGraw-Hill Co. Inc

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DIALOG(R)File 613:PR Newswire  
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00678070 20011116FLF015 (USE FORMAT 7 FOR FULLTEXT)  
**Tech Data Places 3rd In Business Week's Info Tech 100**  
PR Newswire  
Friday, November 16, 2001 14:47 EST  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 356

## TEXT:

...TECD), a leading provider of IT products, logistics management and other value-added services, was **selected** third overall in the Business Week Info **Tech 100** list published twice a year. Companies featured in the November 16 edition of the...

...founded in 1974, is a leading global provider of IT products, logistics management and other **value** -added services.

**Ranked** 95th on the Fortune 500, the company and its subsidiaries serve more than 100,000...

...Middle East. Tech Data's extensive service offering includes pre- and post-sale training and **technical support**, financing options and configuration services as well as a full range of award-winning electronic...

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DIALOG(R)File 613:PR Newswire  
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00618799 20010730FLM014 (USE FORMAT 7 FOR FULLTEXT)  
**Tech Data's Techselect Develops Focused Government Network**  
PR Newswire  
Monday, July 30, 2001 14:52 EDT  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 497

...member services and Tech Data's government bid services including specialized educational tracks at the **Tech Select** Partner Conferences, as well as targeted networking and relationship-building opportunities. Vendors supporting the TechSelect...

...access to marketing funds, customized marketing, business development events and conferences, credit services and priority **technical support**. For more information, visit the TechSelect Web site, [www.mytechselect.com](http://www.mytechselect.com).

About Tech Data's...  
...services unit offers solution providers enhanced warranty upgrades, leasing options, credit services, configuration and assembly, **technical support** and education opportunities that can be incorporated into bids and proposals as product line items...

...founded in 1974, is a leading global provider of IT products, logistics management and other **value** -added services.

**Ranked** 95th on the Fortune 500, the company and its subsidiaries serve more than 100,000...

...Middle East. Tech Data's extensive service offering includes pre- and post-sale training and **technical support**, financing options and configuration services as well as a full range of award-winning electronic...

**18/3,K/3 (Item 3 from file: 613)**

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00601748 20010702FLM013 (USE FORMAT 7 FOR FULLTEXT)

**Tech Data's Networking Solutions Unit Augments Its Cisco Offerings And Services**

PR Newswire

Monday, July 2, 2001 10:10 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 540

...engagement processes; a sales engineer, responsible for the network planning and design; and a field **engineer**, responsible for the implementation and support of the **specified** Cisco solution.

"Achieving all three certifications **indicates** Tech Data's strong level of commitment to strengthening their expertise and establishing a leadership position...

...founded in 1974, is a leading global provider of IT products, logistics management and other **value** -added services.

**Ranked** 95th on the Fortune 500, the company and its subsidiaries serve more than 100,000...

...Middle East. Tech Data's extensive service offering includes pre- and post-sale training and **technical support**, financing options and configuration services as well as a full range of award-winning electronic...

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DIALOG(R)File 613:PR Newswire

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00598707 20010626FLTU025 (USE FORMAT 7 FOR FULLTEXT)

**Tech Data Forms Accelerated Web Development Team**

PR Newswire

Tuesday, June 26, 2001 12:47 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 597

...vendor or product category names.

To ensure functionality and relevance of its RAD Web enhancements,  
**Tech**

Data is involving **select** customers in interactive Beta testing. Test sites are shared with customers and revisions are made...

...founded in 1974, is a leading global provider of IT products, logistics management and other **value** -added services.

**Ranked** 95th on the Fortune 500, the company and its subsidiaries serve more than 100,000...

...Middle East. Tech Data's extensive service offering includes pre- and post-sale training and **technical support**, financing options and configuration services as well as a full range of award-winning electronic...

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DIALOG(R)File 613:PR Newswire  
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00182194 19990923NYTH105 (USE FORMAT 7 FOR FULLTEXT)  
**Integrated Network Solutions Launches Networking Division Enabled with Unicenter TNG**  
PR Newswire  
Thursday, September 23, 1999 13:25 EDT  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 639

...TNG, INS will continue to offer its clients superior products and services."

Accurate client service **level** agreements will be the most **significant** factor contributing to the success of INS's new division. For new customers, this requires...

...its portfolio. INS has also opted to license additional Unicenter TNG components, including various system **agents** and Advanced **Help Desk**.

"We're **determined** to fulfill a new market need for cost-effective outsourcing with Unicenter TNG," said De...

...Computer Associates International, Inc. (NYSE: CA), the world leader in mission-critical business computing, provides **software**, **support** and integration services in more than 100 countries around the world. CA has more than...

18/3,K/6 (Item 1 from file: 813).  
DIALOG(R)File 813:PR Newswire  
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1445425 NEM008  
**FaceTime Communications Delivers World's First Internet Service Suite For  
Online Customer Care**

DATE: March 29, 1999 07:01 EST WORD COUNT: 981

...as activity monitoring, escalation and  
service level management.

-- Professional Services -- FaceTime offers a range of **customer care**  
-  
focused professional services to provide industry best practice and  
knowledge transfer. Online businesses seeking to achieve superior  
online **customer care** engage FaceTime for activities such as  
strategic  
planning, service audits, operational reviews and advanced  
implementation...

...Message Exchange features a real-time  
monitor that shows supervisor and managers current queue and **agent**  
status. It can also monitor customer **specified** service level  
targets  
and alert the supervisor when these targets have been exceeded.

-- Reporting -- FaceTime...

18/3,K/7 (Item 2 from file: 813)  
DIALOG(R)File 813:PR Newswire  
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1381585 TO015  
**Bay Networks, a Nortel Networks Line of Business, Revolutionizes Service  
and Support Programs**

DATE: November 23, 1998 11:48 EST WORD COUNT: 803

...the direct service programs are:

- Designated support engineers
- Designated service managers
- Annual service plans
- Service **level** agreements
- Asset management
- Flexible consulting hours
- **Priority** access to high **level** engineers
- Remote managed services

- Metrics and performance reports
- Field and **support center** service management
- Technical education and courseware
- Suite of Implementation and maintenance services

The prime goals...

**18/3,K/8 (Item 3 from file: 813)**  
DIALOG(R)File 813:PR Newswire  
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1236701 NYTU076  
**IMA Client Lloyds TSB - First and Largest Telephone Bank in the UK -  
Receives Prestigious ACTIUS Award as Outstanding Integrated Call Center**

DATE: March 3, 1998 10:19 EST WORD COUNT: 1,056

... information, while maintaining a consistent agent front-end interface for simpler data retrieval. Also of **importance** to the judges was the **level** of integration achieved in PhoneBank's call recording system, used for agent performance assessment.

Commenting...

... U.S. Cellular and Xerox. The company also offers a full range of professional consulting, **technical support** and education services. IMA is a publicly traded company (Nasdaq: IMAA) with headquarters in Shelton...

**18/3,K/9 (Item 4 from file: 813)**  
DIALOG(R)File 813:PR Newswire  
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0855083 NY005  
**ZENITH DATA SYSTEMS RANKED NO. 1 BY RESELLERS IN 1995 VARBUSINESS ANNUAL  
REPORT CARD**

DATE: August 30, 1995 09:00 EDT WORD COUNT: 776

...ranking first or second by resellers in the following subcategories: pre-sales and marketing support, **technical support** quality and accessibility, ease of doing business with and managing channel conflict. VARs also rated...

...GOLD  
resellers -- up from less than 500 two years ago -- and VARs represent an increasingly **important** portion of them. The **score** card results demonstrate the reason why resellers love to do business with us."

The Z...

...sales  
support benefits of a direct relationship with ZDS.

An inside Zenith Data Systems sales **representative** is assigned to each reseller enrolled in Z-LINK. Sales lead referrals and

assistance with large sales...

...key role in the ZDS success story," commented Jenks. "Nothing short of premium sales and **technical support** for our reseller channel is what our VARs need to maintain their momentum and satisfaction...

...each factor and then rate the vendors' performance/resellers' satisfaction in each area. The overall **score** is **weighted** to incorporate the relative **importance** of each factor.

The official results will be published in the Oct. 15 VARBusiness Annual...

18/3,K/10 (Item 5 from file: 813)  
DIALOG(R)File 813:PR Newswire  
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0669043 SJ001  
**SYMANTEC ANNOUNCES NEW TECHNICAL SUPPORT SERVICES**

DATE: January 25, 1994 08:00 EST WORD COUNT: 603

...PremiumCare Gold is designed for individual product users, small businesses and corporations, and it provides **technical support** service for each licensed user that includes 800 toll-free service, unlimited calls, extended service...

...available until April 1, 1994.

PremiumCare Platinum is targeted to corporate MIS departments, developers and **help desks** that need the most responsive levels of technical service. In addition to all the services provided at the Gold **level**, Platinum subscribers receive **priority** access to senior staff, technical notes, a **support center** manual and automatic software revision updates. Annual subscription to PremiumCare Platinum is \$5000 for two...

...additional support, users can subscribe to PremiumCare Platinum options including extended 24 hour support and **assigned** primary senior support **technician**. PremiumCare Platinum options have an additional annual cost of \$2500 per option.

Symantec Corporation develops...

18/3,K/11 (Item 1 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
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01082138  
**Gulfstream IVSP: Operators laud dispatch reliability, operational flexibility and passenger comfort. This is the G-IV that delivers on Gulfstream's original mid-1980s promises.**  
By Fred George

Business & Commercial Aviation, Vol. 86, No. 4, Pg 54  
April, 2000



JOURNAL CODE: BCA

SECTION HEADING: Operator Survey ISSN: 0191-4642

WORD COUNT: 4,138

TEXT:

... posted jobs at our Appleton, Dallas and Westfield facilities. We've put in place a **significant** amount of training to get our service **levels** back up, ``Flynn responded. ``Our focus has been to get new people up to speed as fast as we can.''

Gulfstream has improved its **service center** performance in recent months, according to some operators.

Some operators also perceived that fractional ownership...

... absolutely, positively false,' ' Flynn countered. ``We have dedicated separate parts of our service hangars and **assigned** separate maintenance crews to those airplanes.''

Most **operators** thought Gulfstream's field technical representatives did a good to excellent job. We heard few...

Set	Items	Description
S1	849772	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HANDL?
S2	11951522	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	6084771	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	11048524	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	8909661	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	8776969	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR SIGNIFICAN?? OR VALUE
S7	238032	S2(5N)S3
S8	267920	S5(5N)S6
S9	29412	S8(S)S4
S10	2021	S7(4S)S8
S11	144	S10(4S)S1
S12	101	S11 NOT PY>2001
S13	305	S7(4S)S9
S14	45	S13 AND S1
S15	54	S14 NOT PY>2001
S16	28	RD (unique items)
File	9:Business & Industry(R)	Jul/1994-2006/Jan 03
	(c) 2006	The Gale Group
File	275:Gale Group Computer DB(TM)	1983-2006/Jan 03
	(c) 2006	The Gale Group
File	621:Gale Group New Prod. Annou. (R)	1985-2006/Dec 30
	(c) 2006	The Gale Group
File	636:Gale Group Newsletter DB(TM)	1987-2006/Jan 02
	(c) 2006	The Gale Group
File	16:Gale Group PROMT(R)	1990-2006/Jan 03
	(c) 2006	The Gale Group
File	160:Gale Group PROMT(R)	1972-1989
	(c) 1999	The Gale Group
File	148:Gale Group Trade & Industry DB	1976-2006/Dec 30
	(c) 2006	The Gale Group

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16/3,K/1 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

02286735 SUPPLIER NUMBER: 54286996 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Enabling Service-Level Management in the HP OpenView NNM  
Environment.(MicroManage Inc's Netcool network management  
application)(Product Information)**  
HP Professional, 13, 3, 11(1)  
March, 1999  
ISSN: 0896-145X LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 1585 LINE COUNT: 00136

... alarm (system failure) and the server handling stock-floor trading applications had a minor warning **indicating** performance degradation. Unfortunately, the **operators** worked on restoring the Payroll system. But then the Stock Floor server began to crash...

...HP OpenView NNM precisely to solve this type of problem. Netcool provides OpenView-based network **operation** centers (NOCs) with **value** -added, realtime service- **level** management capabilities. It links IP-node names to business departments, processes, and other meaningful information ...

...Netcool for HP OpenView NNM supports this capability through integration with the Netcool suite, and **gives operators** the flexibility to tag and group incoming data to precisely define services to meet specific...a message to a pager, or cut a trouble ticket using any one of several **helpdesk** systems including Clarify, Peregrine, or Remedy.

\* OpenView-friendly deployment. Netcool installs out of the box...

16/3,K/2 (Item 2 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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02248886 SUPPLIER NUMBER: 53342770 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Communicate Pro: Cost-Effective Communication.(01 Communicque  
Laboratory)(Software Review)(Evaluation)**  
Abel, Amee  
Computer Shopper, 382(1)  
Jan, 1999  
DOCUMENT TYPE: Evaluation ISSN: 0886-0556 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 1056 LINE COUNT: 00087

... for us to fax from within applications. A call to the company's remarkably efficient **technical support** guided us to download a patch. With the patch installed, faxing from within applications was...

...use the new Pager Dispatching to send messages from PC to pager.  
Although Communicate Pro **claims** to integrate contact-management software, its Contact Manager is really just a glorified address book...

...to use; it lacks to-do lists, pop-up calendars, and a way to indicate **priority levels**. Instead of using the contact manager, you can import lists from Act 2.0/3...

...you're undaunted by such a feature-rich environment, Communicate Pro has the power to **give** a small office a high- **tech** profile.

Your company probably won't need every feature this program offers,

but some combination...

**16/3,K/3 (Item 3 from file: 275)**  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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01591808 SUPPLIER NUMBER: 13507194 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Care-free copiers! (copier manufacturers aim for trouble-free copiers)**  
**(includes related article on how to keep copiers more reliable)**  
**(Reprographics)**

Malik, Mary S.  
Modern Office Technology, v38, n2, p42(2)  
Feb, 1993

ISSN: 0746-3839 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 2023 LINE COUNT: 00158

... check.

Monitoring copier performance, storing the data and periodically transmitting it to the customer service **support center** is the job of Lanier's (Atlanta, GA) Vision I.Q. system. vision I.Q...

...copier, often before a problem actually occurs.

Vision I.Q. communicates with the service and **support center** via a tollfree telephone line and won't interrupt regular phone service. Also, with Vision...industry, you get what you pay for."

Another point often neglected by customers is the **assignment** of a key operator to the office copier. Dixon would **rank** this as another **important** thing for a business to do.

"By **assigning** a key **operator** to the copier, the company can train that person to do things like clearing a...

**16/3,K/4 (Item 4 from file: 275)**  
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01585493 SUPPLIER NUMBER: 13456531 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Project Workbench for Windows is clear success. (Applied Business Technology Corp.'s project management software) (Software Review)**  
**(Evaluation)**

Gilliland, Steve  
Windows Sources, v1, n2, p192(2)  
March, 1993

DOCUMENT TYPE: Evaluation ISSN: 1065-9641 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 793 LINE COUNT: 00064

... another by selecting it under the Window menu option.

The program combines resource leveling with **task** scheduling. You can set as many as 37 **levels** of **task priorities**, exclude **tasks**, and schedule by date range. A number of **task** descriptors further refine the process: A **task** might start as soon as possible, as late as possible, or start no earlier (or...

...partial sorts in ascending or descending order. Up to 20 data filters, based on Boolean **operators**, can be **specified** for each screen.

Selecting Highlights from the Setup option opens dialog boxes for selecting up...

...support OLE or DDE, although support for both is promised for the next version.

The **customer support** program is free for 90 days (with unlimited support calls), then costs \$350 per year...

**16/3,K/5 (Item 5 from file: 275)**

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2006 The Gale Group. All rts: reserv. ....

01501293 SUPPLIER NUMBER: 11961017 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Three cases: all CBR, but worlds apart. (case-based reasoning program development tools are described: ReMind, Esteem and CBR Express; use of CBR Express by American Airlines and a typical case are discussed)**

RElease 1.0, v92, n1, p10(6)

Jan 31, 1992

ISSN: 1047-935X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 3086

LINE COUNT: 00235

TEXT:

...By contrast, Inference's CBR Express is an easy-to-use focused tool, targeted at **help - desk** applications and similar interactive selection **tasks**. It is itself an application written with Inference's ART-IM expert system toolset, and...

...anything. Customers so far include some government agencies, but also commercial companies such as Motorola (**help - desk**, warehouse management to find appropriate parts and computer security auditing), Boeing (engineering decisions and production...Compaq, with a case base used by all its support reps in its North American **customer - support operation**, on its own machines. Compaq is also working on getting its **Tech Support** Alliance partners to submit cases and use CBR themselves - illustrating the value of CBR (and...

...Dallas to see American Airlines, an early CBR Express customer. It is building a CBR **help - desk** system for its SABRE Travel Information Network division, which sells a turnkey back-office system...

...supports little to do with flights, but with billing, accounting and other business basics. Its **help - desk** is also typical, dealing with such issues as printer drivers, memory management, application interactions - and...

...t finding the answers to problems so much as identifying the problems, especially for new **customer - support** reps, says **project** manager Lynden Tennison. Now American is still planning to use Topic for on-line documentation...

...s easier to avoid redundant cases differing only by a word or two. One important **task** was creating a synonym list, so that knobs, buttons, switches and the like are all...ART-IM toolset. Questions get default weights from CBR Express, or the builder-user can **weight** them according to relative **importance**, including absolute **scores**. Using ART-IM, a developer could write a program to determine correlations to refine the...

...correct answers; nearest-neighbor is extremely tolerant of inaccuracies and missing data - especially appropriate for **help - desk** problems. A typical CBR Express case The user starts by typing in a short problem...

...first section of the runtime module uses simple text-search techniques

to matching tool to **rank** probable cases by matching the **significant** words and trigrams (three-letter sequences designed to accommodate misspellings and word variants), throwing out...

...a list of the highest-ranked matches to the target case. At this point, the **operator** can **select** a case and see the recommended action, or answer further questions based on a new...

16/3,K/6 (Item 6 from file: 275)  
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01461467 SUPPLIER NUMBER: 11555118 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**IFRA 1991: helping to define a new playing field. (review of Inca-Fiej Research Association's newspaper publishing industry trade show)**  
Joner, Urban; Solimeno, William; Tribute, Andrew  
Seybold Report on Publishing Systems, v21, n6, p3(33)  
Nov 20, 1991  
ISSN: 0736-7260 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 27303 LINE COUNT: 02104

... tightly integrated to make a seamless system with the ability to mix both modes of **operation** on a single page. The system still has the ability to control access to parts of the page through user access levels in which page elements are given access **priority levels**. These **levels** are part of a user's login privileges.

In planning the layout, the **operator** can **specify** that an article float to the highest available (levity) or lowest available (gravity) position in...as well as RGB-to-CMYK transportations.

Screening of the CMYK separations is done with **hardware assistance**. Imapro states that the angles produced are exactly the ones requested at the specified screen...

16/3,K/7 (Item 7 from file: 275)  
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01360006 SUPPLIER NUMBER: 08002870 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Domain-specific shells for experts in PROLOG. (artificial-intelligence programming) (tutorial)**  
Knaus, Rodger; Blecker, Herb  
AI Expert, v5, n1, p40(8)  
Jan, 1990  
DOCUMENT TYPE: tutorial ISSN: 0888-3785 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 4078 LINE COUNT: 00320

... pharmaceutical, food, and mining industries in their evaluation of capital projects.

In addition to the **technical support** ICARUS provides, we wanted to make 20 years of experience in the design and estimation...the project contingency.)

The second rule in Listing 1 combines the inputs from factors affecting **project** contingency; the first finds the detailed information about a single factor, future inflation rate. Rule...

...is five percent, and the contract type is fixed price. The rules assign a contingency **value** of 10% and a **weight** of 90 to future inflation rate,

and a contingency **value** of 10 and a **weight** of 100 to the contract type.  
The overall contingency is:

$$(20 * 90\% + 10 * 100\%) / (90 + 100) = 14.73$$

These rules let the **engineer** **specify** the choices for each variable in a compact form, the contingency value and weight of...

**16/3,K/8 (Item 8 from file: 275)**

DIALOG(R)File 275:Gale Group Computer DB(TM) .....  
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01255518 SUPPLIER NUMBER: 07063217 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Three chips for image processing. (Imaging & Graphics Special) (technical)**  
Birenbaum, Robert

ESD: The Electronic System Design Magazine, v18, n10, p85(4)

Oct, 1988

DOCUMENT TYPE: technical ISSN: 0893-2565 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2041 LINE COUNT: 00162

...ABSTRACT: board-level image processors is advanced by specialized VLSI processors, which can be used with **software support** and specialized pipeline architecture in a computational module. Imaging Technology Inc uses three ICs from...

... processing algorithms faster and more cost-effectively. Computational modules (CMs) using these chips, along with **software support** and an architecture that utilizes the computational power of these devices, continue the trend of...simplified relative to parallel architectures.

#### Sequential Dataflow

The structure of these pipelines, however, is typically **determined** by the applications **engineer** and fixed through the attachment of cables or the physical slot location of the boards...

...pipeline. Take a simplified example where an RTMP-150 is populated with a CM-RVF8 **rank value** filter and the CM-LUT16 LUT processor. During one image processing **operation**, the image data passes first through the CM-RVF8 to remove noise, and then through...

...and the results subtracted to yield only the edges of objects within the image.

#### Layered Software Support

While VLSI chips make possible image processing in a very small package, it is the **software support** that unlocks the potential of this technology. The software should be able to support multiple...

**16/3,K/9 (Item 1 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM) .....  
(c) 2006 The Gale Group. All rts. reserv.

04211030 Supplier Number: 55036132 (USE FORMAT 7 FOR FULLTEXT)

**QA TRAINING: QA Training opens new training centre in Dublin.**

M2 Presswire, pNA

June 30, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 827

... seven fully equipped classrooms. QA Training is the latest in a

long line of high- **tech** organisations **choosing** to operate in Ireland. Dublin and the surrounding area are home to a large number...

...Education Centre.

QA Training was instrumental in assisting Compaq establish its new Dublin-based Customer **Service Centre** for Europe, Middle East and Africa (EMEA). QA Training has been providing the technical training...

...QA Training.

Tom Davis, Education & Training Manager at Compaq commented, "QA Training has made a **significant** contribution to the high **level** of competence achieved by Compaq Support staff here in Dublin. We have been very pleased with the competence of trainers provided for this **project** and the professional way in which the **project** has been implemented. Indeed, QA Training have become an integral part of the Compaq ECSC...

16/3,K/10 (Item 2 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

04013800 Supplier Number: 53208485 (USE FORMAT 7 FOR FULLTEXT)  
-UN: **Economic Committee seeks proclamation of 2005 as International Year of Microcredit.**  
M2 Presswire, pNA  
Nov 11, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 6602

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...series of audits of ministries of labour and labour administration systems, technical advisory services and **technical assistance**. Between May 1996 and May 1998, roughly 10,000 participants benefitted from the training offered...

... role of the State and the public sector in the development process. At the national **level**, countries had embarked on **important** reforms of the State and the public sector on the basis of new approaches aiming...

...policies, and on the need to establish appropriate regulatory frameworks and control mechanisms for the **operation** of the private sector. New partnerships between the public sector, civil society organizations and business...

...must also provide developing countries and countries in transition with the necessary policy advice and **technical assistance** to enhance their capacity to formulate, implement and monitor reform strategies able to contribute to...

...population questions or to finding solutions to them. The report states that the laureate is **chosen** by **representatives** of 10 Member States of the United Nations, elected by the Economic and Social Council...in Central Asia and their transit developing neighbours. The Assembly would seek the provision of **technical assistance** and advisory services to those States. Donor countries and multilateral financial and development institutions would be invited, within their mandates, to continue to help the States concerned with financial and **technical assistance** for the improvement of their transit environment, including construction, transport maintenance, communications, storage and other...



**16/3,K/11 (Item 3 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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02859147 Supplier Number: 45798729 (USE FORMAT 7 FOR FULLTEXT)  
**CBIS: CBIS announces international wireless billing and administration solution**  
M2 Presswire, pN/A  
Sept 19, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 571

... and network elements, and is portable across multiple hardware platforms. Its modular configuration allows network **operators** to **choose** the system components that are specifically needed, such as Customer Administration, Billing, Provisioning, Collection, Rating...

...the Subscriber Identity Module (SIM), and the GSM Roaming Module (TAP).  
"CBIS Advantage complements our **customer care** and billing solutions leadership in North America with expanded GSM capabilities and the advanced technology...

...and CEO of CBIS. "In addition, CBIS Advantage fulfills the international client's billing and **customer support** requirements for multiple, state-of-the-art solutions packed with functionality and delivered through a...

...It adds GSM skills and deliverables to CBIS's reputation for high quality, international presence, **significant scale**, and experience with large **projects**," said Robert Thompson, Vice President and Managing Director of CBIS Ltd. "The robust new solution...

...of telephone marketing services.

CBIS is the global leader in the provision and management of **customer care** and billing solutions for the communications industry. More than 117,000,000 wireless bills and...

**16/3,K/12 (Item 1 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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10041216 Supplier Number: 60598667 (USE FORMAT 7 FOR FULLTEXT)  
**Within-Person Analysis of Information Seeking: The Effects of Perceived Costs and Benefits.**  
Morrison, Elizabeth W.; Vancouver, Jeffrey B.  
Journal of Management, v26, n1, p119  
Jan-Feb, 2000  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Refereed; Trade  
Word Count: 9430

... five years. Seven hundred surveys were sent, and 319 completed surveys were returned from individuals **indicating** they were currently employed as **engineers**. (An additional 68 individuals **indicated**, via e-mail, phone, or mail, that they were not currently employed in engineering and...

...in your position have information of this type." The items were averaged to create an **importance scale** for each of the information types. Internal consistency reliabilities for the scales were .79, .69, .76, .75, and .62 for **task**, role, social, organizational, and performance information, respectively.

Difficulty of obtaining information was assessed with two...For example, if an organization wants employees to direct certain inquiries to a centralized **technical support** staff, it would be preferable for there to be one or two highly competent support...

**16/3,K/13 (Item 2 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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09251025 Supplier Number: 80534325 (USE FORMAT 7 FOR FULLTEXT)  
**Music & sound products: suppliers of: amplifiers, band & orchestral products; cases; DJ products; fretted instruments; percussion products; recording equipment; sound reinforcement equipment; synthesizers & related MIDI and electronic music products; karaoke hardware; general accessories, also, music distributors.**

Music Trades, v149, n10, pS45(240)

Nov, 2001

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 123078

... of upright tubas, baritone horns, and pocket trumpets. School bands searching for the best value **for** a limited budget are finding the answer in Schafer Band Instruments:

\*Quadro: The revolutionary Quadro...South, St. Cloud, Minnesota 56301. Telephone: (320) 259-1840. Fax: (320) 259-1840. Tom Pickard, **president**.

Manufacturer of Visu-Lite electronic cymbals, drums, and today's most progressive electronic percussion products...quality and beautiful workmanship characterize the offerings from the oldest brass maker in continuous operation **in** the world. Courtois is synonymous with perfection in brasswinds.

The history of G. Leblanc Corporation...other brasswind models.

In 1967 Leblanc acquired the respected Woodwind Company and moved its operations **to** Kenosha. The second-oldest maker of mouthpieces, Woodwind was established in 1918. Over the years...

**16/3,K/14 (Item 3 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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08563284 Supplier Number: 73844888 (USE FORMAT 7 FOR FULLTEXT)

**Con-Way Air Takes Off...**

SCHULZ, JOHN D.

Traffic World, v265, n15, p38

April 9, 2001

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1638

... air freight forwarder, Con-Way Air starts flying May 14 out of 13 strategically placed **service centers** to cover 50 states and Puerto

Rico. The **service centers** will coordinate pickup, delivery and line-haul operations and will have direct access to Con-Way's national network of LTL carriers. More **service centers** will be opened over the next two years. There will be no international service.

Con...

...required time frame became a secondary issue. Required delivery date, distance to destination, shipment size, **weight** and **value** are the criteria that now drive carrier selection. Our LTL and expedited **operations** have given us an excellent vantage point for services positioned on either side of the...U.S. airlines. In addition, agreements have been set up with a network of cartage **agents** to cover local **pickup** and delivery in and around airport zones, officials said.

"The key to our performance will...

**16/3,K/15 (Item 4 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07722080 Supplier Number: 64405110 (USE FORMAT 7 FOR FULLTEXT)  
**Auto engineers not sitting down on the job.**  
Wrigley, Al  
American Metal Market, v108, n146, p12  
July 31, 2000  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 970

... seats in Besigheim, near Stuttgart, adjacent to the Audi assembly plant for the A2s.

The **weight** -saving-issue-was so **important** to Audi engineers involved in the development of the 80-mpg model that "every single...

...be there," according to Hans Osenstatter, vice president and general manager of Lear's Customer **Service Center** in Gaimersheim. According to Klaus Bos, director of engineering for Lear's Premium Car Division Customer **Service Center** responsible to Audi, the seat **engineers** involved in the **project** "carefully **selected**," all of the rear seat materials, including the lightweight foam cushioning material, to "eliminate superfluous...

**16/3,K/16 (Item 5 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04761518 Supplier Number: 47009216 (USE FORMAT 7 FOR FULLTEXT)  
**Equipping Your Helpdesk : 4 Products To The Rescue**  
Danielle, Diane  
Network Computing, p44  
Jan 1, 1997  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 5389

**Equipping Your Helpdesk : 4 Products To The Rescue**

In all too many companies, the **helpdesk** has remained relatively stranded for more than 30 years-poorly understood, poorly respected and poorly supported. But if yours is an intrepid, forward-thinking company

that wants its **helpdesk** to serve its customers and staffers well, while benefiting the bottom line, an arsenal of tools exists to help you.

**Helpdesks** vary significantly in function and size. Perhaps the primary functional distinction is orientation: toward outsiders...

...insiders (the company's employees). The demarcation line may be weak-in some companies, "internal" **helpdesks** "outsource" some calls to the "external" **helpdesk**. Because tools that are necessary or work well in the one environment are unnecessary or poorly designed for the other, we're focusing in this article solely on the internal **helpdesk**; however, much of what we will cover will apply to both.

The **helpdesk** arena is one of the last remaining competitive software markets...Almost 200 vendors sell products for **helpdesks** of all kinds and sizes. Traditionally, the market has been something of a three-layered...

...whose products run on Unix boxes or, increasingly, Microsoft Windows NT, and purport to support **helpdesks** with hundreds of agents. They typically contain a plethora of additional functions, including expert systems...

...are those products with a range of features and the ability to support modest-sized **helpdesks**. (According to a May 1996 Aberdeen Group report, "big" players in this middle tier had...

...layer not so much by performance as by functionality-these products focus on the consolidated **helpdesk**. They provide problem, asset and change management; work with event management systems; and focus on management processes.

Products at the top layer are quintessentially proactive (designed to help the **helpdesk** change its orientation from a service that responds to trouble to one that prevents it...

...from Molloy Group and Utopia from Utopia Technology Partners.

The Tools

What tools do all **helpdesks** use? According to the **Help Desk Institute's** October 1996 " **Help Desk and Customer Support Practices Report**," 80 percent to 90 percent of respondents use e-mail, fax, telephone headsets...

...1995, but ACD usage is up 11 percent.

ACDs and IVRUs, used more by larger **helpdesks** and especially by those that service external customers, offer significant functionality and value. ACDs route...

...the number of calls and the abandonment rate are vital in tracking how well a **helpdesk** answers the calls it is expected to answer. Combined with automatic number identification (ANI) or...

...phone-based expert system may be especially useful and easier to build. By relieving the **helpdesk** of simple, repetitive calls, IVRUs reduce burnout and enable agents to concentrate on more complex...

...With advances in computer telephony, these technologies are bound to become increasingly affordable for smaller **helpdesks**...

What about e-mail? Or faxes? Or the Web? Most of our interviewees didn't with an agent-an arrangement that may benefit the user but not the **helpdesk** department.

If, however, your **helpdesk** product (such as TOM or HEAT) can standardize the e-mail format, e-mail can...

...just like a voice response unit.

The Web, of course, is the latest answer to **technical support**:

Give your users an online **helpdesk** . However, as with e-mail and faxes, if your problem is you can't get...

...s Web site (www.broderbund.com) for an example of an interactive, decision-tree-based **helpdesk** (using Inference Corp.'s technology). It no doubt cuts down on some calls, but interesting...

...another solid method for getting information to your users. However, if you have a good **helpdesk** , its staff probably can get problems resolved faster.

Nothing in the software arsenal for **helpdesks** has produced so much hope, hype and disappointment as knowledge bases and expert systems. Yet...

...or more kinds of expert system plus various additional modules. We zeroed in on key **helpdesk** functions-administration, security and utilities; call logging and tracking; customizability; integration with other products; performance...

...to do a certain amount of system administration, such as adding an agent, while the **helpdesk** software is in use. For major changes, especially to fundamental system components, you should be...Database Connectivity (ODBC) data source.

#### Call Logging

Regardless of how many bells and whistles a **helpdesk** product possesses, if call logging is cumbersome in your environment, the installation will be a...

...system. Two semivalid arguments exist for such an omission. The first is that many internal **helpdesks** support users of multiple systems so hooking into just one directory would be of minimal...

...argument is that only a subset of a company's employees will ever call the **helpdesk** . It would, therefore, be a waste of storage and processing power to search through a...

...AD), which prompts you initially for a free-form description of the problem. The individual **agent** can **choose** which method to use (TPA and AD can be used together) or the administrator can...The ability to escalate a problem to another level of support is essential in a **helpdesk** product, but the function can be implemented in a variety of ways. The most basic...

...on prespecified criteria, usually time; if a problem is open for x minutes, change its **priority** to the next highest **level** . But then what? Do you send out a broadcast message? Put the escalated calls into...

...downed router. Problems are escalated based on a combination of priority and time.

In larger **helpdesks** , especially, you also will want more sophisticated notification options. You might want to escalate all...

...nature of the problems and the time they have been open.

With HEAT, you can **assign** a call to a **technician** or group. Automatic escalation can be based on a 7x24 clock, your **helpdesk** 's hours or your customer site's hours. You can specify different escalation groups and...

...dedicated server. HEAT and Utopia support time-zone stamping.

#### Customizability

It's unlikely that any **helpdesk** product you look at will work exactly the way you want it to. Your criticisms...

...probably will want a company field as well as a caller field. If you have **helpdesks** worldwide, you must deal not only with different languages but also with various customs regarding...basic functionality is sound and will be sufficient for many.

#### Integration With Other Products

Many **helpdesk** products come with built-in or optional components to accomplish a variety of tasks: change...

...test performance because of the number of variables involved: the number of agents on the **helpdesk**, the number of calls per hour, whether the system is being used solely for call...

...you plan to use any of the problem-resolution tools. We also recommend that the **helpdesk** network be isolated from the rest of your network, partly for performance reasons and partly...

...another story (see "Buying a Pig in a Poke," on page 48).

To keep your **helpdesk** software running smoothly, look for products that will let you archive calls periodically and intelligently...

...techniques for limiting the databases or parts of the database that are searched.

All the **helpdesk** managers we talked to who were using problem resolution software of one kind or another...

...on the phone.

#### Problem Resolution

The products we evaluated have three basic components for helping **helpdesk** personnel solve problems: one or more search engines to find solutions, a set of cases...

...operate and third-party solution packages that may or may not be integrated into the **helpdesk**'s search engine.

A side issue, but an important one, involves who may add the...

...knowledge base such as types of problems or concepts, for example. If you let your **helpdesk** people do the adding, you'll get duplicated and maybe useless stuff. If you don...

PRODUCT NAMES: \*7372564 ( **Help Desk Software**)

16/3,K/17 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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12712203 SUPPLIER NUMBER: 66279789 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**COST, QUALITY, AND ENVIRONMENTAL TRADEOFFS FOR PRINTED CIRCUIT BOARD**

#### ASSEMBLY.

THURSTON, DEBORAH L.; ALVARADO, JORGE; MANGUN, DONNA; HOFFMAN III, WILLIAM F.

Engineering Economist, 45, 3, 206

Fall, 2000

ISSN: 0013-791X

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 7048 LINE COUNT: 00615

... corporate environmental information public, such as through the EPA's "Green Lights" program (EPA provides **technical assistance** concerning energy-efficient lighting), and the Toxics Release Inventory (public listing of the toxic chemicals...is perceived by the decision-maker to be approximately equal in importance. Then, weighting factor

**assignments** can reflect differences within a range where tradeoff calculations are more accurate. Finally, the...

**16/3,K/18 (Item 2 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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10481119 SUPPLIER NUMBER: 21160600 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The competitiveness of networked production: the role of trust and asset specificity. (Sustainability of New Organizational Arrangements)**  
Carney, Mick  
Journal of Management Studies, v35, n4, p457(23)  
July, 1998  
ISSN: 0022-2380 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 10944 LINE COUNT: 00933

...ordinating capacities and the ability to effectively deploy productive firm specific assets. In industries where **scale** and scope economies are **significant** this advantage is decisive. In industries where **scale** and scope economies are less **significant** and where generic assets are more productive than comparable dedicated assets, production networks should outcompete...GIORDANI, M. G. and PASQUINI, F. (1990). 'The industrial policy of Emilia Romagna: the business **service centers**'. In Leonardi, R. and Nanetti, R. Y. (Eds), The Regions and European Integration. New York...

**16/3,K/19 (Item 3 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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10447098 SUPPLIER NUMBER: 21105984 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Program Manager Eyes Main Street Specialty.**  
Cohen, Marc I.  
National Underwriter Property & Casualty-Risk & Benefits Management, v102, n36, p3(1)  
Sep 7, 1998  
ISSN: 1042-6841 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1295 LINE COUNT: 00112

TEXT:

...claims adjusters who are familiar with Main Street risks and adhere to the program's **claims - handling** criteria. CAC focuses on settling frequency-type claims quickly and fairly. To the extent the...

...account were being closed. Producer commissions are at market level so as to avoid adverse **selection** and properly recognize the producing **agent**'s vital role in the enterprise. The plan is designed to accommodate a comprehensive range...

**16/3,K/20 (Item 4 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

09293145 SUPPLIER NUMBER: 19033707 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Compliance inspections and examinations by the Securities and Exchange Commission.**  
Richard, Lori; Walsh, John

Business Lawyer, 52, n1, 119-158

Nov, 1996

ISSN: 0007-6899

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 19434

LINE COUNT: 01635

... OCIE has been able to provide a heightened focus on transfer agents, providing a greater **level** of examination oversight in this **important** area.

Sweep examinations apply the compliance benefits of surprise inspections to entire sectors of the...regulation of small advisers. Most significantly, the 1996 Amendments authorize the Commission to provide training, **technical assistance**, and other reasonable support for state regulatory programs.(193) This assistance may take the form...

16/3,K/21 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

08898942 SUPPLIER NUMBER: 18397002

**Are you future agile? (drivers of business change and implications for human resource function)**

Eichinger, Bob; Ulrich, Dave

Human Resource Planning, v18, n4, p30(12)

Dec, 1995

ISSN: 0199-8986

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 7280

LINE COUNT: 00599

... staffing, development, appraisal, and rewards. As HR professionals mastered these at the operational and strategic **levels**, they could demonstrate **value**.

The 1980s coupled these skills with those of organization design and communications. With the enormous...outs where the HR function literally goes into business for itself and brokers for services, **service centers** where standardized transactions are processed as efficiently as possible, centers of expertise where world-class...

16/3,K/22 (Item 6 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

08722407 SUPPLIER NUMBER: 18367734 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Performance indicators: a management tool for active labour programmes in Hungary and Poland.**

O'Leary, Christopher J.

International Labour Review, v134, n6, p729(23)

Nov-Dec, 1995

ISSN: 0020-7780

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 8587

LINE COUNT: 00722

... promote superior performance through positive incentives, and to help identify and address poor performance through **technical assistance** or sanctions.

An important element peculiar to the employment policy experience of these countries is...Wide-ranging comments were offered from the staff involved in the counties and from national **representatives**.

**Selecting performance indicators in Poland**

In Poland the system for performance management of ALPs is being implemented under...offices and service providers through positive



incentives; help to identify and correct poor performance through **technical assistance** and/or sanctions; the contribution of information on performance to the budget allocation process; and...promote superior performance through positive incentives and to help identify and correct poor performance through **technical assistance** and/or sanctions. This article shows how the performance indicators allow a standardized assessment of...1994.

Laventhol and Horvath (consultants). 1988. Using performance management to achieve quality program results: A **technical assistance** guide. Washington, DC, National Commission for Employment Policy.

Micklewright, John; Nagy, Gyula. 1994. "How does...

**16/3,K/23 (Item 7 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB...

(c)2006 The Gale Group. All rts. reserv.

08504190 SUPPLIER NUMBER: 17598010 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Best Practices uncovers agencies doing it right.(insurance agencies)**

Aartrijk, Peter van, Jr.

Best's Review - Property-Casualty Insurance Edition, v96, n7, p80(4)

Nov, 1995

ISSN: 0161-7745

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2863 LINE COUNT: 00230

... with the ability, teaching them the insurance business, and backing them up with people with **technical support** so they can be effective right away," he said.

He also warns agency owners not...insurance needs.

Representing 52% of all policyholders, Relationship Buyers invest a lot of effort in **selecting** an insurance **agent**, so they are less likely to switch. Forming a long-term relationship with their agent...

...important than finding the lowest price. They are more likely than any other group to **choose** an independent **agent**. And they are most comfortable using an established agent who insures other people they know ...

**16/3,K/24 (Item 8 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

07799542 SUPPLIER NUMBER: 16805390 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Con-Way Central Express opens regional service centers in Sioux City and Fort Dodge, Iowa; expansion due to increased business volumes from local shippers.**

Business Wire, p4120065

April 12, 1995

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 482 LINE COUNT: 00039

**Con-Way Central Express opens regional service centers in Sioux City and Fort Dodge, Iowa; expansion due to increased business volumes from local...**

TEXT:

...Con-Way Central Express (CCX), the Ann Arbor-based regional trucking company, has opened new **service center** operations in Sioux City and Fort Dodge, Iowa, to handle growing shipping volumes from its...

The new **service centers** will provide shippers with expanded capacity for regional freight service with 100 percent intra-state...

...customers in Iowa as well as throughout the entire CCX network."

The new 15-door **service center** in Sioux City is located at 2701 Boulevard of Champions and employs 10 people, including seven CCX drivers/sales **representatives**. The facility incorporates former CCX **pick-up** and delivery operations in Orange and Denison, Iowa, and now serves as the base...

...Sioux Falls, S.D.; and south as far as Winslow, Neb. The local Sioux City **service center** number is 712/255-5045.

Located at 303 South 21st Street, CCX's new four-door **service center** in Fort Dodge, Iowa, employs eight people, including six drivers/sales **representatives**. The facility incorporates former CCX **pick-up** and delivery operations in Spencer and Carroll, Iowa.

The CCX/Fort Dodge facility offers...

...north as Whittemore, Iowa; and south as far as Jefferson, Iowa. The local Fort Dodge **service center** number is 515/955-6419. CCX's toll-free number is 800/421-4007.

Founded...

...With headquarters in Ann Arbor, Mich., CCX has nearly 6,000 employees and operates 183 **service centers** serving more than 67,000 communities throughout 22 midwestern and eastern U.S. states and...

16/3,K/25 (Item 9 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

07314175 SUPPLIER NUMBER: 15717369 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Experimental evidence on unemployment insurance work-search policies.**  
(includes appendix)

Johnson, Terry R.; Klepinger, Daniel H.  
Journal of Human Resources, v29, n3, p695(23)  
Summer, 1994

ISSN: 0022-166X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 11454 LINE COUNT: 00928

... employment services (for example, job referrals, counseling) provided to UI claimants from any state Job **Service Center**. (10) The employment and earnings outcomes are based on quarterly information on the total wages...it appears that claimants in the demonstration received relatively few other employment services from Job **Service Centers**. Specifically, only about 16 percent received at least one referral to an employer for a...ESARS data are quite complete records of all services received by demonstration members from Job **Service Centers**, they likely understate the overall job search assistance received by claimants because they do not...and D who had greater office contact, although the estimated impacts were not always statistically **significant** at conventional **levels**. See Johnson and Klepinger (1991) for additional details.

18. Specifically, the basic regression models included...

16/3,K/26 (Item 10 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

07299059 SUPPLIER NUMBER: 15548717 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Lotus SmartSuite: release 2.1. (Lotus SmartSuite for Windows 2.1) (Software Review) (one of three evaluations of integrated office suites in 'All For One and One For All') (Evaluation)**

Marshall, Patrick; Eva, Elizabeth  
InfoWorld, v16, n26, p108(7)

June 27, 1994

DOCUMENT TYPE: Evaluation ISSN: 0199-6649 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3044 LINE COUNT: 00239

... and you can obtain support via either CompuServe or Lotus' own BBS.  
Score: Very Good.

#### **TECHNICAL SUPPORT**

Technicians were helpful, but when we called to ask about inconsistencies in our OLE operations...

...and gave prompt, accurate answers, though we frequently had to endure long pauses on hold. **Score** : Satisfactory.

#### **VALUE**

Lotus SmartSuite's \$795 price falls not coincidentally midway between the prices of Borland Office...

**16/3,K/27 (Item 11 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

06809598 SUPPLIER NUMBER: 14213322 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Partnership programs can solve environmental waste problems; involving consultants as part of quality team saved a refinery \$10 million annually on disposal fees.**

Loftus, Don; Peters, Charles; Black, Ronald E.; Johnson, Richard L.

Hydrocarbon Processing, v72, n7, p90(3)

July, 1993

ISSN: 0018-8190 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 2012 LINE COUNT: 00165

... weekly and included operators, foremen, engineers and consultant representatives. The other task force, a high- level , high- priority team, specifically tackled the problem of the accumulating cuff.

Sampling and analysis by the consultant...Betz in 1985 as a technician at a major southwest refinery, and currently provides field **technical support** on emulsion breakers and antifoams. Mr. Johnson holds a BS degree in science and a...

**16/3,K/28 (Item 12 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

05232037 SUPPLIER NUMBER: 10555380 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**The economic viability and stability of 'capitalised family farming': an analysis of agricultural decollectivisation in Peru.**

Melmed-Sanjak, Jolyne S.; Carter, Michael R.

Journal of Development Studies, v27, n2, p190(21)

Jan, 1991

ISSN: 0022-0388 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 9295 LINE COUNT: 00784

... this study, 100 per cent of the parceleros surveyed received such

credit.

The demand for **technical assistance** has also increased with the increased number of producing units. Parceleros are now managing agricultural...

...managers. In the Chancay-La Leche survey, almost all the parceleros expressed a desire for **technical assistance** while only 22 per cent received any assistance. It might also be noted that of...

...public agencies. This is important to the extent that unequal access to private sources of **technical assistance** may accentuate differentiation. In other studies, similar problems with the lack of **technical assistance** are noted [e.g., Eresue, 1985 and Gols, 1985].

Differentiation and Displacement Along the CFF...jointly zero. The test statistic value is 32.36 compared to the Chi-square critical **value** for four **degrees** of freedom of 9.48. Therefore the null hypothesis ( $[\gamma_{sub.1}] = [\gamma_{sub.2}] = 0$ ) is rejected. (12.) Note that quantifying the value of lost

services would be **important** when comparing income **levels** under cooperative versus parceled production. For example, 1979 monthly average member income data for our...to imply a more active land market and greater availability of non-institutional capital and **technical assistance**. Also, for coastal rice-producers, input and output sales are dominated by ECASA (a state...

Set	Items	Description
S1	1745	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HANDL?
S2	16107	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	5862	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	15754	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	10168	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	8929	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR SIGNIFICAN?? OR VALUE
S7	1594	S2(S)S3
S8	545	S5(S)S6(S)S4
S9	14	S7 AND S8
S10	2	S9 AND S1
S11	1791	S5(S)S6
S12	67	S7 AND S11
S13	~4	S12 AND S1
S14	4	RD (unique.items)

File 256:TecInfoSource 82-2005/Feb  
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**14/3,K/1**

DIALOG(R)File 256:TecInfoSource  
(c) 2005 Info.Sources Inc. All rts. reserv.

00152623            DOCUMENT TYPE:   Review

**PRODUCT NAMES:   Interactive 3D Graphics   (811706)**

**TITLE:   Beyond Games: Interactive 3D graphics make the leap from...**

**AUTHOR:   Boyd, Richard**

**SOURCE:   Advanced Imaging,       v19 n6   p10(2) Jun 2004**

**ISSN: 1042-0711**

**HOME PAGE:   http://www.advancedimagingmag.com**

**RECORD TYPE:   Review**

**REVIEW TYPE:   Product Analysis**

**REVISION DATE:   20041200**

...CAD models for all new designs, and the result is a large repository of high- **value** data that could be used in such areas as marketing, sales, **technical support** , and training. However, to use such data, issues related to CAD model complexity and the...

...the cost of creating such content, the U3D format could be used to create a **selectively** lossy translation format that will permit gatekeepers in engineering to export simplified data via direct CAD exporters and Continuous **Level** of Detail (CLOD) streaming (so that the **level** of details wanted by the requesting department can be set). The resulting model is easier to maneuver but retains valuable details safely. Therefore, multiple departments, service **technicians** , and customers can have access to finely detailed active 3D models throughout the product life ...

**14/3,K/2**

DIALOG(R)File 256:TecInfoSource  
(c) 2005 Info.Sources Inc. All rts. reserv.

00148419'            DOCUMENT TYPE:   Review

**PRODUCT NAMES:   Clarify   (023523); eCare   (088731); LANDesk Management Suite   (166821)**

**TITLE:   First Help is Best: Because help desks are becoming a more...**

**AUTHOR:   Gilhooly, Kym**

**SOURCE:   Computerworld,       v37 n36   p23(2) Sep 8, 2003**

**ISSN: 0010-4841**

**HOME PAGE:   http://www.computerworld.com**

**RECORD TYPE:   Review**

**REVIEW TYPE:   Product Analysis**

**GRADE:   Product Analysis, No Rating**

**REVISION DATE:   20031130**

**TITLE:   First Help is Best: Because help desks are becoming a more...**  
...

...s eCare, and LANDesk Software's LANDesk Management Suite are highlighted

as users discuss the **value** provided by **help desks** . Although the cost of an ineffective **help desk** can easily be quantified, the money saved by a successful **help desk** that solves problems quickly, consistently, and effectively without consuming undue resources is much harder to pin down. As of 2001, IT **help desks** had to support an average of 200 applications, and today's **help desks** sometimes support 300. Automation is of considerable interest to companies, which since the mid-1990s have been **giving Level 1 agents** more tools. Remote support tools that were previously available only to **Level 2** and **Level 3 engineers** are not used by **Level 1 agents** , and the tools are becoming more advanced for us on the Internet in delivery of...

DESCRIPTORS: Computer Diagnostics; Electronic Customer Service; Remote Network Access; **Technical Support**

**14/3,K/3**

DIALOG(R)File 256:TecInfoSource  
(c) 2005 Info.Sources Inc. All rts. reserv.

00134714 DOCUMENT TYPE: Review

**PRODUCT NAMES:** **Apropos 5 (702668); uCI 2000 Plus (076813); Teloquent Interchange (076821); Cisco Customer Interaction Suite (008079); Genesys Suite (076848)**

**TITLE:** **Start Your Engines: Chances are that you're not racing to find...**

**AUTHOR:** Fleischer, Joe

**SOURCE:** Call Center Magazine, v14 n9 p64(8) Sep 2001

**ISSN:** 1064-5543

**HOME PAGE:** <http://www.callcentermagazine.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Product Analysis

**GRADE:** Product Analysis, No Rating

**REVISION DATE:** 20040228

...voice messaging, live text messaging, Web callback, and concurrent Web page viewing for customer and **agent** . The Internet has come into its own as a multipath **customer care** venue; today's users are multimedia customers, so serving them requires multimedia routing engines. Multimedia ...

...companies use known customer information to build rules for sending calls and online messages to **agents** . Multimedia routing software allows call centers to identify customers from their e-mail addresses (in...

...be established irrespective of systems used to store information about customers. Apropos 5 provides a **score** that **indicates** each customer's **value** , while uCI-200 Plus allows staff to set up rules for responding to calls and online messages from users of uDev. Teloquent Interchange allows **agents** to receive completed online forms as e-mail messages, and Customer Interaction Suite operates with...

**14/3,K/4**

DIALOG(R)File 256:TecInfoSource  
(c) 2005 Info.Sources Inc. All rts. reserv.

00127393 DOCUMENT TYPE: Review

PRODUCT NAMES: MSP (Management Service Providers) (842354)

TITLE: Hands-Off Management

AUTHOR: Horwitt, Elisabeth

SOURCE: Network World, v17 n41 p58(4) Oct 9, 2000

ISSN: 0887-7661

HOMEPAGE: <http://www.nwfusion.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20020228

...service providers (MSPs) usually ease the system management workload for companies and can also save **significant** amounts of money on startup costs for systems supporting 24x7 **customer support**. The MSP model, although it does not take total responsibility for system management as an outsourcer does, allows clients to customize the **level** of support to be provided. In an average MSP configuration, the MSP retains a set of management tools and platforms that monitor customer systems, either by collecting data from embedded **agents** or by simulating transactions and traffic on a Web site. Alerts are sent to the most appropriate MSP **technician**, to a customer's IT staffer, or to both individuals. For its part, the MSP...

...reports (trouble tickets) in a secure database that remains accessible to the client. The customer **chooses** which systems and management tasks will be turned over to the MSP and which will...

...emerged MSPs include @manage, 2ndWave, InteQ, Luminate, ManageIT, SilverBack Technologies, SiteLite, SiteRock, and TriActive. The **value** of the MSP market should skyrocket from \$90 million in 2000 to \$3.26 billion



Set	Items	Description
S1	6594	AU=(UENO, T? OR UENO T?)
S2	92	S1 AND IC=G06F-017/60
S3	12	S2 AND ((TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE)() (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR - HELP? OR ASSIST? OR SUPPORT? OR USER)() (DESK? ? OR CENTER? ? - OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HANDL? )

File 350:Derwent WPIX 1963-2005/UD,UM &UP=200582

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File 344:Chinese Patents Abs Aug 1985-2005/May

(c) 2005 European Patent Office

File 347:JAPIO Nov 1976-2005/Jul(Updated 051102)

(c) 2005 JPO & JAPIO

File 348:EUROPEAN PATENTS 1978-2005/Dec W04

(c) 2005 European Patent Office

File 349:PCT FULLTEXT 1979-2005/UB=20051229,UT=20051222

(c) 2005 WIPO/Univentio

*all by  
your  
inventor*

3/5/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2005 Thomson Derwent. All rts. reserv.

015332931 \*\*Image available\*\*

WPI Acc No: 2003-393867/200337

XRPX Acc No: N03-314721

Technical support system has claim handling section issuing task sheets for market countermeasure task and updating progress

Patent Assignee: TOSHIBA TEC KK (TOSH-N)

Inventor: UENO T

Number of Countries: 008 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200338709	A2	20030508	WO 2002JP9168	A	20020909	200337 B
US 20030115087	A1	20030619	US 20012745	A	20011102	200341
EP 1417621	A1	20040512	EP 2002760817	A	20020909	200431
			WO 2002JP9168	A	20020909	
JP 2005507530	W	20050317	WO 2002JP9168	A	20020909	200520
			JP 2003540898	A	20020909	

Priority Applications (No Type Date): US 20012745 A 20011102

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 200338709	A2	E	35	G06F-017/60	
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Designated States (National): JP

Designated States (Regional): DE FR GB IT NL SE

US 20030115087	A1			G06F-017/60	
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EP 1417621	A1	E		G06F-017/60	Based on patent WO 200338709
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Designated States (Regional): DE FR GB IT NL SE

JP 2005507530	W		50	G06F-017/60	Based on patent WO 200338709
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Abstract (Basic): WO 200338709 A2

NOVELTY - System comprises a service portal section (10) providing web pages as an information input and output interface, a knowledge base section (16), and a **claim handling** section (14) registering new claim reports with the claim title structured as definition information to manage the report as an unsolved claim requiring an engineer response. It issues task sheets for the market countermeasure task shared among technical divisions and updates the state of progress while visualising the state.

DETAILED DESCRIPTION - There are INDEPENDENT CLAIMS for:

(1) A **technical support** method

(2) A computer program for a **technical support** system server

USE - System is for providing **technical support** to claims for manufacturer products acquired through a worldwide technical service network.

ADVANTAGE - System enables rapid presentation of market countermeasures against claims concerning products, technical divisions can carry out sub-tasks simultaneously and engineer labor is reduced in having to verify the necessity for market countermeasures.

DESCRIPTION OF DRAWING(S) - The figure shows the **technical support** system structure

service information portal (10)

management information system (12)

**claim handling** section (14)

knowledge base (16)

master database (18)

data warehouse (20)

communication interface (22)

client terminals (24)  
 Internet (26)  
 pp; 35 DwgNo 2/13  
 Title Terms: TECHNICAL; SUPPORT; SYSTEM; CLAIM; HANDLE; SECTION; ISSUE;  
 TASK; SHEET; MARKET; TASK; UPDATE; PROGRESS  
 Derwent Class: T01  
 International Patent Class (Main): **G06F-017/60**  
 International Patent Class (Additional): G06F-017/30  
 File Segment: EPI

3/5/2 (Item 2 from file: 350)  
 DIALOG(R)File 350:Derwent WPIX  
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015332930 \*\*Image available\*\*

WPI Acc No: 2003-393866/200337

XRPX Acc No: N03-314720

Technical support **system has claim handling section with synonym table converting problem terms into single standard term**

Patent Assignee: TOSHIBA TEC KK (TOSH-N)

Inventor: **UENO T**

Number of Countries: 008 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200338707	A2	20030508	WO 2002JP9166	A	20020909	200337 B
US 20030088641	A1	20030508	US 20012744	A	20011102	200345
EP 1428161	A1	20040616	EP 2002770187	A	20020909	200439
			WO 2002JP9166	A	20020909	
JP 2005507528	W	20050317	WO 2002JP9166	A	20020909	200520
			JP 2003540896	A	20020909	

Priority Applications (No Type Date): US 20012744 A 20011102

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200338707 A2 E 37 G06F-017/60

Designated States (National): JP

Designated States (Regional): DE FR GB IT NL SE

US 20030088641 A1 G06F-015/16

EP 1428161 A1 E G06F-017/60 Based on patent WO 200338707

Designated States (Regional): DE FR GB IT NL SE

JP 2005507528 W 53 G06F-017/30 Based on patent WO 200338707

Abstract (Basic): WO 200338707 A2

NOVELTY - System comprises a service information portal section (10) providing web pages as an information input and output interface, a knowledge base section (16) storing claim reports and solutions answered by engineers, and a **claim handling** section (14) searching for matching solutions. The **claim handling** section performs an ordinary search and an extended search using natural language by referring to a synonym table converting synonym terms having the same technical meaning into a single standard term and then deriving a reduced number of solution candidates based on a combination of the claim definition items from the claim reports obtained in the ordinary search. The **claim handling** section checks missing items and error items.

DETAILED DESCRIPTION - There are INDEPENDENT CLAIMS for:

(1) A computer program for a **technical support** system server

(2) A **technical support** method

USE - System is for providing **technical support** to claims for

manufacturer products acquired through a worldwide technical service network.

ADVANTAGE - System can quickly solve claims relating to products.

DESCRIPTION OF DRAWING(S) - The figure shows the **technical**

**support** system

service information portal (10)

management information system (12)

**claim handling** section (14)

knowledge base (16)

master database (18)

data warehouse (20)

communication interface (22)

client terminals (24)

Internet (26)

pp; 37 DwgNo 2/15

Title Terms: TECHNICAL; SUPPORT; SYSTEM; CLAIM; HANDLE; SECTION; TABLE;  
 CONVERT; PROBLEM; TERM; SINGLE; STANDARD; TERM

Derwent Class: T01

International Patent Class (Main): G06F-015/16; G06F-017/30; **G06F-017/60**

International Patent Class (Additional): G06F-007/00

File Segment: EPI

**3/5/3 (Item 3 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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015321437 \*\*Image available\*\*

WPI Acc No: 2003-382372/200336

XPX Acc No: N03-305486

**Technical support system has claims handling section registering  
 new claim reports and determining engineer to take charge of supporting  
 task**

Patent Assignee: TOSHIBA TEC KK (TOSH-N)

Inventor: **UENO T**

Number of Countries: 008 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200338708	A2	20030508	WO 2002JP9167	A	20020909	200336 B
US 20030088451	A1	20030508	US 20012743	A	20011102	200345
EP 1419469	A2	20040519	EP 2002765459	A	20020909	200433
			WO 2002JP9167	A	20020909	
JP 2005507529	W	20050317	WO 2002JP9167	A	20020909	200520
			JP 2003540897	A	20020909	

Priority Applications (No Type Date): US 20012743 A 20011102

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200338708 A2 E 40 G06F-017/60

Designated States (National): JP

Designated States (Regional): DE FR GB IT NL SE

US 20030088451 A1 G06F-017/60

EP 1419469 A2 E G06F-017/60 Based on patent WO 200338708

Designated States (Regional): DE FR GB IT NL SE

JP 2005507529 W 57 G06F-017/60 Based on patent WO 200338708

Abstract (Basic): WO 200338708 A2

NOVELTY - System comprises a service information portal section  
 (10) providing web pages as an information input and output interface,  
 a knowledge base section (16) storing claim reports and solutions

answered by engineers, and a **claim handling** section (14) registering new claim reports in the knowledge base section with the claim title structured as definition information from a client web page. This section determines the engineer to take charge of the supporting task for preparing a solution based on the ranks of importance of supporting tasks already assigned to engineers of the division in charge. It also has a supporting task table holding records of engineers as numeric values by combining the ranks and progress with a weighting, plus a section for selecting engineers.

**DETAILED DESCRIPTION** - There is an **INDEPENDENT CLAIM** for a computer program for a **technical support** system server.

**USE** - System is for providing **technical support** to claims for manufacturer products acquired through a worldwide technical service network.

**ADVANTAGE** - System solves claims relating to products quickly.

**DESCRIPTION OF DRAWING(S)** - The figure shows the structure of a **technical support** system

reporting section (10)  
 management information system (12)  
**claim handling** section (14)  
 knowledge base section (16)  
 master database section (18)  
 data warehouse section (20)  
 communication interface (22)  
 client terminals (24)  
 Internet (26)  
 pp; 40 DwgNo 2/13

Title Terms: TECHNICAL; SUPPORT; SYSTEM; CLAIM; HANDLE; SECTION; REGISTER; NEW; CLAIM; REPORT; DETERMINE; ENGINEERING; CHARGE; SUPPORT; TASK

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

**3/5/4 (Item 4 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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014855981 \*\*Image available\*\*

WPI Acc No: 2002-676687/200273

XRPX Acc No: N02-534943

**Technical support system for marketing of products, registers new claim report in knowledge base and manages report as unsolved claim requiring answer from engineer**

Patent Assignee: TOSHIBA TEC KK (TOSH-N); TOKYO ELECTRIC CO LTD (TODK ); NOZAKI M (NOZA-I); UENO T (UENO-I)

Inventor: NOZAKI M; **UENO T**

Number of Countries: 028 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1244057	A2	20020925	EP 2001115612	A	20010703	200273 B
US 20020138315	A1	20020926	US 2001813209	A	20010320	200273
JP 2002279097	A	20020927	JP 2001191799	A	20010625	200279

Priority Applications (No Type Date): US 2001813209 A 20010320

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 1244057 A2 E 20 G06N-005/04

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

US 20020138315 A1 G06F-017/60  
JP 2002279097 A 13 G06F-017/60

Abstract (Basic): EP 1244057 A2

NOVELTY - A **claim handling** unit (14) registers a new claim report in a knowledge base (16). The claim report has a title structured as a combination of specific items of definition information based on claim content input to client web page. The handling unit manages claim report as an unsolved claim requiring an answer from engineer.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for **technical support** method.

USE - For providing **technical support** to claims of the manufacturer's products acquired through worldwide technical service network, for marketing to sell products to end-users such as distributors and dealers and for service of products.

ADVANTAGE - As the claim report can be registered and managed as an unsolved claim requiring answer from engineer, the determination whether a solution for the claim report has been obtained, is performed by a high-precision search. So an answer from the engineer is not required, if the solution is formed by the search, thereby obtaining quick solution for the claim.

DESCRIPTION OF DRAWING(S) - The figure shows the structure of the **technical support** system.

Handling unit (14)

Knowledge base (16)

pp; 20 DwgNo 2/15

Title Terms: TECHNICAL; SUPPORT; SYSTEM; MARKET; PRODUCT; REGISTER; NEW; CLAIM; REPORT; BASE; MANAGE; REPORT; CLAIM; REQUIRE; ANSWER; ENGINEERING  
Derwent Class: T01

International Patent Class (Main): G06F-017/60 ; G06N-005/04

International Patent Class (Additional): G06F-017/30

File Segment: EPI

3/5/5 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

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07410587 \*\*Image available\*\*

**TECHNICAL SUPPORT SYSTEM, TECHNICAL SUPPORT METHOD AND RECORDING MEDIUM FOR TECHNICAL SUPPORT PROGRAM**

PUB. NO.: 2002-279097 [JP 2002279097 A]

PUBLISHED: September 27, 2002 (20020927)

INVENTOR(s): NOZAKI MINEO

UENO TOSHIO

APPLICANT(s): TOSHIBA TEC CORP

APPL. NO.: 2001-191799 [JP 2001191799]

FILED: June 25, 2001 (20010625)

PRIORITY: 01 813209 [US 2001813209], US (United States of America),  
March 20, 2001 (20010320)

INTL CLASS: G06F-017/60 ; G06F-017/30

#### ABSTRACT

PROBLEM TO BE SOLVED: To rapidly solve a claim for a product.

SOLUTION: The **technical support** system is provided with a service information portal part 10 for providing a web page as an information

input/output interface and a knowledge base part 16 for storing various claim reports and solutions answered by an engineer with respect to the claim reports. The system is especially provided with a **claim handling** part 14 for registering in the knowledge base part 16 a new claim report in which at least a claim title is structured as a combination of prescribed items of definition information based on claim contents inputted to a customer web page, and managing the new claim report as an unsolved claim which requires an answer from the engineer.

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3/5/6 (Item 1 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2005 European Patent Office. All rts. reserv.

01599977

TECHNICAL SUPPORT SYSTEM  
TECHNISCHES KUNDENDIENSTSYSTEM  
SYSTEME DE SUPPORT TECHNIQUE

PATENT ASSIGNEE:

Toshiba Tec Kabushiki Kaisha, (2633500), 1-1, Kanda Nishiki-cho,  
Chiyoda-ku, Tokyo, 101-8442, (JP), (Applicant designated States: all)

INVENTOR:

UENO, Toshio, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP)

LEGAL REPRESENTATIVE:

Fuchs Mehler Weiss & Fritzsche (100496), Patentanwalte Postfach 46 60,  
65036 Wiesbaden, (DE)

PATENT (CC, No, Kind, Date): EP 1428161 A1 040616 (Basic)  
WO 2003038707 030508

APPLICATION (CC, No, Date): EP 2002770187 020909; WO 2002JP9166 020909

PRIORITY (CC, No, Date): US 2744 011102

DESIGNATED STATES: DE; FR; GB; IT; NL; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

NOTE:

No A-document published by EPO

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 030702 A2 International application. (Art. 158(1))

Application: 030702 A2 International application entering European  
phase

Application: 040616 A1 Published application with search report

Examination: 040616 A1 Date of request for examination: 20040310

LANGUAGE (Publication,Procedural,Application): English; English; English

3/5/7 (Item 2 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2005 European Patent Office. All rts. reserv.

01599861

TECHNICAL SUPPORT SYSTEM  
GERAT FUR TECHNISCHE ASSISTENZ  
SYSTEME D'ASSISTANCE TECHNIQUE

PATENT ASSIGNEE:

Toshiba Tec Kabushiki Kaisha, (1860484), 1-1, Kanda Nishiki-cho,  
Chiyoda-ku, Tokyo 101-8442, (JP), (Applicant designated States: all)

INVENTOR:

UENO, Toshio, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP)

LEGAL REPRESENTATIVE:

Fuchs Mehler Weiss & Fritzsche (100491), Patentanwalte, Sohnleinstrasse 5  
, 65201 Wiesbaden, (DE)  
PATENT (CC, No, Kind, Date): EP 1419469 A2 040519 (Basic)  
WO 2003038708 030508  
APPLICATION (CC, No, Date): EP 2002765459 020909; WO 2002JP9167 020909  
PRIORITY (CC, No, Date): US 2743 011102  
DESIGNATED STATES: DE; FR; GB; IT; NL; SE  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS: **G06F-017/60**  
NOTE:

No A-document published by EPO  
LEGAL STATUS (Type, Pub Date, Kind, Text):  
Application: 030702 A2 International application. (Art. 158(1))  
Application: 030702 A2 International application entering European  
phase  
Application: 040519 A2 Published application without search report  
Examination: 040519 A2 Date of request for examination: 20040320  
LANGUAGE (Publication,Procedural,Application): English; English; English

3/5/8 (Item 3 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
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01599815

TECHNICAL SUPPORT SYSTEM  
**SYSTEM ZUR TECHNISCHEN UNTERSTUTZUNG**  
**SYSTEME D'ASSISTANCE TECHNIQUE**  
PATENT ASSIGNEE:

Toshiba Tec Kabushiki Kaisha, (2633500), 1-1, Kanda Nishiki-cho,  
Chiyoda-ku, Tokyo, 101-8442, (JP), (Applicant designated States: all)  
INVENTOR:

**UENO, Toshio**, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP)  
LEGAL REPRESENTATIVE:  
Fuchs Mehler Weiss & Fritzsche (100496), Patentanwalte Postfach 46 60,  
65036 Wiesbaden, (DE)  
PATENT (CC, No, Kind, Date): EP 1417621 A1 040512 (Basic)  
WO 2003038709 030508  
APPLICATION (CC, No, Date): EP 2002760817 020909; WO 2002JP9168 020909  
PRIORITY (CC, No, Date): US 2745 011102  
DESIGNATED STATES: DE; FR; GB; IT; NL; SE  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS: **G06F-017/60**  
NOTE:

No A-document published by EPO  
LEGAL STATUS (Type, Pub Date, Kind, Text):  
Application: 030702 A2 International application. (Art. 158(1))  
Application: 030702 A2 International application entering European  
phase  
Application: 040512 A1 Published application with search report  
Examination: 040512 A1 Date of request for examination: 20040310  
LANGUAGE (Publication,Procedural,Application): English; English; English

3/5/9 (Item 1 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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01009620

TECHNICAL SUPPORT SYSTEM



**SYSTEME D'ASSISTANCE TECHNIQUE**

Patent Applicant/Assignee:

TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo  
101-8442, JP, JP (Residence), JP (Nationality)

Inventor(s):

**UENO Toshio** , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP

Legal Representative:

SUZUYE Takehiko (et al) (agent), c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki  
3-chome, Chiyoda-ku, Tokyo 100-0013, JP,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200338709 A2 20030508 (WO 0338709)

Application: WO 2002JP9168 20020909 (PCT/WO JP0209168)

Priority Application: US 20012745 20011102

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

JP

(EP) DE FR GB IT NL SE

Main International Patent Class: **G06F-017/60**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 5676

English Abstract

French Abstract

Legal Status (Type, Date, Text)

Publication 20030508 A2 With declaration under Article 17(2)(a); without  
abstract; title not checked by the International  
Searching Authority.Examination 20030807 Request for preliminary examination prior to end of  
19th month from priority date**3/5/10 (Item 2 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

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01009619

TECHNICAL SUPPORT **SYSTEM****SYSTEME DE SUPPORT TECHNIQUE**

Patent Applicant/Assignee:

TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo  
101-8442, JP, JP (Residence), JP (Nationality)

Inventor(s):

**UENO Toshio** , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP

Legal Representative:

SUZUYE Takehiko (et al) (agent), c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki  
3-chome, Chiyoda-ku, Tokyo 100-0013, JP,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200338707 A2 20030508 (WO 0338707)

Application: WO 2002JP9166 20020909 (PCT/WO JP0209166)

Priority Application: US 20012744 20011102

Designated States:

(Protection type is "patent" unless otherwise stated - for applications

prior to 2004)

JP

(EP) DE FR GB IT NL SE

Main International Patent Class: **G06F-017/60**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 5719

English Abstract

French Abstract

Legal Status (Type, Date, Text)

Publication 20030508 A2 With declaration under Article 17(2)(a); without abstract; title not checked by the International Searching Authority.

3/5/11 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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01008712 \*\*Image available\*\*

**METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN  
HARDWARE VIA REMOTE MAINTENANCE MANAGEMENT**

**PROCEDE, SYSTEME ET PRODUIT LOGICIEL RESOLVANT UN CHANGEMENT DE MATERIEL**

Patent Applicant/Assignee:

TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo  
101-8442, JP, JP (Residence), JP (Nationality)

Inventor(s):

**UENO Toshio**, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP

Legal Representative:

SUZUYE Takehiko (et al) (agent), c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki  
3-chome, Chiyoda-ku, Tokyo 100-0013, JP,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200338710 A2-A3 20030508 (WO 0338710)

Application: WO 2002JP9169 20020909 (PCT/WO JP0209169)

Priority Application: US 20012772 20011102

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

JP

(EP) DE FR GB IT NL SE

Main International Patent Class: **G06F-017/60**

International Patent Class: H04L-012/24; H04L-012/26; G06F-011/07

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 2629

English Abstract

A method for coping a change in hardware accesses a product of a user through a network and acquires information on the product of the user. It further acquires information on a part to be changed, and generates

information on a product that requires change of a part from the acquired information on the product of the user and information on the part to be changed.

## French Abstract

L'invention concerne un procede de resolution d'un changement de materiel consistant a acceder au produit d'un utilisateur, via un reseau, et a obtenir l'information concernant le produit de l'utilisateur. En outre, le procede fait l'acquisition d'information dont une partie doit etre changee, et genere, a partir de cette information, une information sur le produit comprenant une partie a changer, ainsi qu'une information sur la partie a changer.

## Legal Status (Type, Date, Text)

Publication 20030508 A2 Without international search report and to be republished upon receipt of that report.  
Search Rpt 20031030 Late publication of international search report  
Republication 20031030 A3 With international search report.  
Republication 20031030 A3 Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.

3/5/12 (Item 4 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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01008711 \*\*Image available\*\*

TECHNICAL SUPPORT SYSTEM TECHNICAL SUPPORT SYSTEM  
**SYSTEME D'ASSISTANCE TECHNIQUE**

Patent Applicant/Assignee:

TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo  
101-8442, JP, JP (Residence), JP (Nationality)

Inventor(s):

**UENO Toshio**, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP

Legal Representative:

SUZUYE Takehiko (et al) (agent), SUZUYE & SUZUYE, 7-2, Kasumigaseki  
3-chome, Chiyoda-ku, Tokyo 100-0013, JP,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200338708 A2 20030508 (WO 0338708)

Application: WO 2002JP9167 20020909 (PCT/WO JP0209167)

Priority Application: US 20012743 20011102

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

JP

(EP) DE FR GB IT NL SE

Main International Patent Class: **G06F-017/60**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 6731

## English Abstract

## French Abstract

L'invention concerne un systeme d'assistance technique comprenant une section SIP fournissant des pages Web comme interface d'entree et de

sortie d'informations, une section KB permettant de stocker une pluralite de rapports de reclamations et de solutions associees a ces rapports, ainsi qu'une section CH servant a enregistrer dans la section KB un nouveau rapport de reclamation dans lequel au moins un titre de reclamation est structure en une combinaison d'elements predetermines d'informations de definition sur la base d'une entree de contenu de reclamation dans une page Web client, le nouveau rapport de reclamation enregistre etant gere comme une reclamation non resolue necessitant une reponse de l'ingenieur. Plus particulierement, la section CH est concue pour designer un ingenieur pour la prise en charge d'une operation d'assistance en vue d'obtenir une solution a ce nouveau rapport de reclamation, sur la base des degres d'importance des operations d'assistance deja attribuees aux ingenieurs d'une division en charge, et de l'etat d'avancement de ces operations d'assistance.

Legal Status (Type, Date, Text)

Publication 20030508 A2 Without international search report and to be republished upon receipt of that report.

Declaration 20031113 Late publication under Article 17.2a

Republication 20031113 A2 With declaration under Article 17(2)(a); without abstract; title not checked by the International Searching Authority.

Set	Items	Description
S1	6594	AU=(UENO, T? OR UENO T?)
S2	92	S1 AND IC=G06F-017/60
S3	12	S2 AND ((TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) () (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR - HELP? OR ASSIST? OR SUPPORT? OR USER) () (DESK? ? OR CENTER? ? - OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) () HANDL? )
S4	593605	CO=TOSHIBA?
S5	596197	PA=TOSHIBA?
S6	596204	S4 OR S5
S7	24	S2 AND S6
S8	12	S7 NOT S3

File 350:Derwent WPIX 1963-2005/UD,UM &UP=200582  
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File 344:Chinese Patents Abs Aug 1985-2005/May  
(c) 2005 European Patent Office

File 347:JAPIO Nov 1976-2005/Jul(Updated 051102)  
(c) 2005 JPO & JAPIO

File 348:EUROPEAN PATENTS 1978-2005/Dec W04  
(c) 2005 European Patent Office

File 349:PCT FULLTEXT 1979-2005/UB=20051229,UT=20051222  
(c) 2005 WIPO/Univentio

*all but 1  
by your  
inventor*

8/5/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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015534971 \*\*Image available\*\*  
WPI Acc No: 2003-597121/200356  
XRPX Acc No: N03-475866

Complaint-report issuing system for products e.g. copying machines, has  
report- issuing section that issues complaint report to host center on  
basis of points totaled by calculation section and preset point range  
Patent Assignee: TOKYO ELECTRIC CO LTD (TODK ); TOSHIBA TEC KK (TOSH-N  
Inventor: UENO T

Number of Countries: 002 Number of Patents: 002  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030088454	A1	20030508	US 20012742	A	20011102	200356 B
JP 2003141284	A	20030516	JP 2002278023	A	20020924	200356

Priority Applications (No Type Date): US 20012742 A 20011102

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030088454	A1		14	G06F-017/60	
JP 2003141284	A		8	G06F-017/60	

Abstract (Basic): US 20030088454 A1

NOVELTY - The system has a master database section (11) to hold sales product information and its report. A calculation section (14) periodically determines total points for analysis-determination items on the basis of a result obtained by analyzing the product information, and a preset range to issue a complaint report to a host center by a complaint-report-issuing section (16).

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) a complaint-report issuing method

(b) a computer program product for complaint-report issue.

USE - Used for issuing complaint-reports for consumer products e.g. copying machines and facsimile apparatuses.

ADVANTAGE - The complaint-report issuing section issues report that satisfy a predetermined condition to be sent to a technical service department as complaint reports rather than sending all reports as complaint report.

DESCRIPTION OF DRAWING(S) - The drawing shows the block diagram of a complaint-report issuing system.

Master database (11)

Point calculation section (14)

Complaint-report issuing section. (16)

pp; 14 DwgNo 2/14

Title Terms: COMPLAINTS; REPORT; ISSUE; SYSTEM; PRODUCT; COPY; MACHINE;  
REPORT; ISSUE; SECTION; ISSUE; COMPLAINTS; REPORT; HOST; BASIS; POINT;  
CALCULATE; SECTION; PRESET; POINT; RANGE

Derwent Class: S06; T01; W02

International Patent Class (Main): G06F-017/60

File Segment: EPI

8/5/2 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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015534970 \*\*Image available\*\*  
WPI Acc No: 2003-597120/200356

XRPX Acc No: N03-475865

**Rank assignment system for product complaints, has rank assignment section that assigns rank to product complaints on basis of points totaled by point calculation section and preset point range**

Patent Assignee: TOKYO ELECTRIC CO LTD (TODK ); TOSHIBA TEC KK (TOSH-N

Inventor: UENO T

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030088453	A1	20030508	US 20012740	A	20011102	200356 B
JP 2003162597	A	20030606	JP 2002278024	A	20020924	200356

Priority Applications (No Type Date): US 20012740 A 20011102

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030088453	A1		14	G06F-017/60	
JP 2003162597	A		9	G06F-017/60	

Abstract (Basic): US 20030088453 A1

NOVELTY - The system has a service information portal section (11) to receive a complaint from a web page that acts as an input/output interface and a master database section (15) to hold sales product information. A calculation section (17) finds total points of each analysis-determination item based on product information and preset range to assign a rank to the complaint by a rank assignment section (19).

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for the following:

(a) a rank assignment method

(b) a computer program product for rank assignment.

USE - Used for technical services such as maintenance and repair of sales product e.g. copying machines and facsimile apparatuses.

ADVANTAGE - The rank assignment section of the system enables to prioritize the product complaints according to the severity of the complaints.

DESCRIPTION OF DRAWING(S) - The drawing shows the block diagram explaining the configuration of a rank assignment system and a network

information portal section (11)

Master database section (15)

Point calculation section (17)

Rank assignment section. (19)

pp; 14 DwgNo 2/14

Title Terms: RANK; ASSIGN; SYSTEM; PRODUCT; COMPLAINTS; RANK; ASSIGN; SECTION; ASSIGN; RANK; PRODUCT; COMPLAINTS; BASIS; POINT; POINT; CALCULATE; SECTION; PRESET; POINT; RANGE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

8/5/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015342634 \*\*Image available\*\*

WPI Acc No: 2003-403572/200338

XRPX Acc No: N03-321881

**Providing backup data using remote maintenance system by notifying information acquired from user product to equipment owned by person in**

**charge of measures against claims**Patent Assignee: **TOSHIBA** TEC KK (TOSH-NInventor: **UENO T**

Number of Countries: 008 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200338711	A2	20030508	WO 2002JP9170	A	20020909	200338 B
US 20030088590	A1	20030508	US 20012771	A	20011102	200345
EP 1417622	A2	20040512	EP 2002770189	A	20020909	200431
			WO 2002JP9170	A	20020909	
JP 2005507532	W	20050317	WO 2002JP9170	A	20020909	200520
			JP 2003540900	A	20020909	

Priority Applications (No Type Date): US 20012771 A 20011102

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200338711 A2 E 14 G06F-017/60

Designated States (National): JP

Designated States (Regional): DE FR GB IT NL SE

US 20030088590 A1 G06F-012/00

EP 1417622 A2 E G06F-017/60 Based on patent WO 200338711

Designated States (Regional): DE FR GB IT NL SE

JP 2005507532 W 27 G05B-023/02 Based on patent WO 200338711

Abstract (Basic): WO 200338711 A2

NOVELTY - Method consists in acquiring claim information, generating the necessary backup data item and accessing the user product through a network to acquire user product information corresponding to the backup data item. The information is then notified to equipment owned by a person in charge of measures against claims. The product can be the same model for another user as the product that is the subject of the claim.

DETAILED DESCRIPTION - There is an INDEPENDENT CLAIM for a system for providing backup data using a remote maintenance system.

USE - Method is for providing backup data for maintenance applications.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of hardware change support.

pp; 14 DwgNo 3/5

Title Terms: DATA; REMOTE; MAINTAIN; SYSTEM; NOTIFICATION; INFORMATION;

ACQUIRE; USER; PRODUCT; EQUIPMENT; PERSON; CHARGE; MEASURE; CLAIM

Derwent Class: T01

International Patent Class (Main): G05B-023/02; G06F-012/00; **G06F-017/60**

File Segment: EPI

**8/5/4 (Item 4 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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015342633 \*\*Image available\*\*

WPI Acc No: 2003-403571/200338

XRPX Acc No: N03-321880

**Coping with change in hardware by notifying information on product requiring change of part to equipment owned by person in charge**

Patent Assignee: **TOSHIBA** TEC KK (TOSH-NInventor: **UENO T**

Number of Countries: 008 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
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WO 200338710	A2	20030508	WO 2002JP9169	A	20020909	200338	B
US 20030088330	A1	20030508	US 20012772	A	20011102	200345	
EP 1449134	A2	20040825	EP 2002770188	A	20020909	200456	
			WO 2002JP9169	A	20020909		
JP 2005507531	W	20050317	WO 2002JP9169	A	20020909	200520	
			JP 2003540899	A	20020909		

Priority Applications (No Type Date): US 20012772 A 20011102

Patent Details:

Patent No	Kind	Lan	Pg	Main	IPC	Filing	Notes
WO 200338710	A2	E	15	G06F-017/60			
Designated States (National): JP							
Designated States (Regional): DE FR GB IT NL SE							
US 20030088330	A1			G06F-019/00			
EP 1449134	A2	E		G06F-017/60		Based on patent	WO 200338710
Designated States (Regional): DE FR GB IT NL SE							
JP 2005507531	W		27	G06F-017/60		Based on patent	WO 200338710

Abstract (Basic): WO 200338710 A2

NOVELTY - Method consists in accessing the user product through a network, acquiring information on the product and part to be changed, generating and notifying the information, and calculating the number of parts to be changed.

DETAILED DESCRIPTION - There are INDEPENDENT CLAIMS for:

- (1) A system for coping with a change in hardware
- (2) A computer program for coping with a change in hardware

USE - Method is for coping with a change in hardware using remote maintenance management.

ADVANTAGE - Method enables specification of the user product that requires part change and notifies a serviceman of the part change by using a network or a remote maintenance system. It also enables calculation of the number of parts that require changing and ordering of replacements.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of coping with a change in hardware.

pp; 15 DwgNo 4/4

Title Terms: COPING; CHANGE; HARDWARE; NOTIFICATION; INFORMATION; PRODUCT; REQUIRE; CHANGE; PART; EQUIPMENT; PERSON; CHARGE

Derwent Class: T01

International Patent Class (Main): G06F-017/60 ; G06F-019/00

File Segment: EPI

8/5/5 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

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07668737 \*\*Image available\*\*

RANK ASSIGNMENT SYSTEM, RANK ASSIGNMENT METHOD AND RANK ASSIGNMENT PROCESSING PROGRAM

PUB. NO.: 2003-162597 [JP 2003162597 A]

PUBLISHED: June 06, 2003 (20030606)

INVENTOR(s): UENO TOSHIO

APPLICANT(s): TOSHIBA TEC CORP

APPL. NO.: 2002-278024 [JP 2002278024]

FILED: September 24, 2002 (20020924)

PRIORITY: 01 002740 [US 20012740], US (United States of America),  
November 02, 2001 (20011102)

INTL CLASS: G06F-017/60

## ABSTRACT

PROBLEM TO BE SOLVED: To assign a rank for appropriately indicating importance to a claim report in order to determine priority for dealing with a claim.

SOLUTION: A rank assignment system 1 provides a terminal devices 3 connected to the Internet with Web pages using a SIP part 11, receives a claim from the Web pages, using a PC part 17, for every analytical judgement item for analyzing and judging the claim received, calculates a point based on a result obtained by analyzing stored product information on a sold product and a predetermined condition for the result, adds up the point for each of the analytical judgment items, and, using a PRC part 20, based on the range of totalized point and a point to which a predetermined rank is assigned, assigns a rank to the claim.

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8/5/6 (Item 2 from file: 347)

DIALOG(R)File 347:JAPIO

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07657006 \*\*Image available\*\*

CONTENT MANAGEMENT SYSTEM

PUB. NO.: 2003-150864 [JP 2003150864 A]

PUBLISHED: May 23, 2003 (20030523)

INVENTOR(s): MATSUSHITA KEIKO  
YAMAGUCHI SHINICHI  
NAKAJIMA KOJI  
MIYAGAWA SATOSHI  
UENO TOMOKO  
KONDO KEIKO

APPLICANT(s): TOSHIBA CORP

APPL. NO.: 2001-349284 [JP 2001349284]

FILED: November 14, 2001 (20011114)

INTL CLASS: G06F-017/60

## ABSTRACT

PROBLEM TO BE SOLVED: To automatically calculate a content use charge, clarify the content use charge and promote the use of contents.

SOLUTION: This content management system managing contents such as images and voices and utilizing the contents is provided with a database 11 registering each object such as an image and a voice composing the content with ranking, an object disassembling means 18 disassembling the designated content in each object, and a charge calculating means 19 calculating the content use charge for each object of the disassembled content with referring to a content registering means.

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8/5/7 (Item 3 from file: 347)

DIALOG(R)File 347:JAPIO

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07647429 \*\*Image available\*\*

SYSTEM AND METHOD FOR ISSUING CLAIM REPORT AND CLAIM REPORT ISSUING PROCESSING PROGRAM

PUB. NO.: 2003-141284 [JP 2003141284 A]  
PUBLISHED: May 16, 2003 (20030516)  
INVENTOR(s): UENO TOSHIO  
APPLICANT(s): TOSHIBA TEC CORP  
APPL. NO.: 2002-278023 [JP 2002278023]  
FILED: September 24, 2002 (20020924)  
PRIORITY: 01 002742 [US 20012742], US (United States of America),  
November 02, 2001 (20011102)  
INTL CLASS: G06F-017/60

## ABSTRACT

PROBLEM TO BE SOLVED: To issue claim reports to a technical service head office when the claim reports arrive at a fixed condition in a local corporation.

SOLUTION: Product information about sold products and reports without solutions are stored in a master data storing part 11, a point calculating part 14 calculates points on the basis of results obtained by analyzing the product information and a preset condition for analysis results for every analysis decision item in which the reports are periodically analyzed and decided and also totals points for every analysis decision item, and a claim report issuing part 16 issues claim reports to a computer system of the technical service head office from a computer system of the local corporation on the basis of the points and a preset point range for issuing claim reports.

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8/5/8 (Item 4 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2005 JPO & JAPIO. All rts. reserv.

07647418 \*\*Image available\*\*  
HOTEL SYSTEM, SERVER TO BE USED FOR THE SYSTEM, PERSONAL COMPUTER AND  
PRINTER FOR RENT, AND COMPUTER-READABLE RECORDING MEDIUM

PUB. NO.: 2003-141273 [JP 2003141273 A]  
PUBLISHED: May 16, 2003 (20030516)  
INVENTOR(s): ISHIDA TAKAO  
UENO TOSHIO  
SHIOIRI KATSUO  
SHIMIZU SEIYA  
YASUDA YOKO  
APPLICANT(s): TOSHIBA TEC CORP  
APPL. NO.: 2001-338117 [JP 2001338117]  
FILED: November 02, 2001 (20011102)  
INTL CLASS: G06F-017/60 ; H04N-001/00; H04N-001/32

## ABSTRACT

PROBLEM TO BE SOLVED: To offer sufficient service for lodgers and to protect information.

SOLUTION: In this hotel system constituted by connecting a communication line 4 wired in a lodging room 2, a personal computer 7 for rent arranged in a business room 3 and a server 10 via a LAN 1, when the information is received from a customer terminal 5 connected with the communication line, the server adds security by a room key code to it and stores it in an internal memory and when a takeout request of the information is issued

from the personal computer, transmits applicable information to the personal computer after judging the propriety of the room key code. The personal computer fetches the room key code, starts an application program in a set language, in addition, starts an application program in a language different from the one set by selection, adds the room key code to the server and performs a fetch request of the information.

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8/5/9 (Item 5 from file: 347)

DIALOG(R)File 347:JAPIO

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07400230 \*\*Image available\*\*

PLANT MONITOR CONTROLLER

PUB. NO.: 2002-268732 [JP 2002268732 A]

PUBLISHED: September 20, 2002 (20020920)

INVENTOR(s): SAWA TOMOHIKO

UENO TAKASHI

APPLICANT(s): TOSHIBA CORP

APPL. NO.: 2001-071346 [JP 200171346]

FILED: March 14, 2001 (20010314)

INTL CLASS: G05B-023/02; G06F-017/60 ; H04Q-009/00

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide a plant monitor controller capable of facilitating countermeasures prior to the generation of any failure in plant equipment by calculating a checking or exchanging period by fetching the information of the plant equipment all the time.

SOLUTION: The information of plant equipment is fetched all the time so that a checking or exchanging period can be calculated. Thus, it is possible to facilitate countermeasures prior to the generation of any failure in the plant equipment.

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8/5/10 (Item 1 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01599979

METHOD AND SYSTEM FOR PROVIDING BACKGROUND DATA FOR USE IN STUDYING  
MAINTENANCE CLAIMS

VERFAHREN UND SYSTEM, UM HINTERGRUNDDATEN ZUR UNTERSUCHUNG VON  
WARTUNGSANFORDERUNGEN BEREITZUSTELLEN

PROCEDE ET SYSTEME DE MISE EN PLACE DE DONNEES D'ARCHIVAGE DESTINEES A  
L'ETUDE DE REVENDEICATIONS

PATENT ASSIGNEE:

Toshiba Tec Kabushiki Kaisha, (2633500), 1-1, Kanda Nishiki-cho,  
Chiyoda-ku, Tokyo, 101-8442, (JP), (Applicant designated States: all

INVENTOR:

UENO, Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP

LEGAL REPRESENTATIVE:

Fuchs Mehler Weiss & Fritzsche (100495), Patentanwalte Sohnleinstrasse 8,  
65201 Wiesbaden, (DE)

PATENT (CC, No, Kind, Date): EP 1417622 A2 040512 (Basic)  
WO 2003038711 030508  
APPLICATION (CC, No, Date): EP 2002770189 020909; WO 2002JP9170 020909  
PRIORITY (CC, No, Date): US 2771 011102  
DESIGNATED STATES: DE; FR; GB; IT; NL; SE  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS: **G06F-017/60**

## NOTE:

No A-document published by EPO  
LEGAL STATUS (Type, Pub Date, Kind, Text):  
Application: 030702 A2 International application. (Art. 158(1))  
Application: 030702 A2 International application entering European  
phase  
Application: 040512 A2 Published application without search report  
Examination: 040512 A2 Date of request for examination: 20040310  
Examination: 040714 A2 Date of dispatch of the first examination  
report: 20040528  
LANGUAGE (Publication, Procedural, Application): English; English; English

8/5/11 (Item 2 from file: 348)  
DIALOG(R) File 348: EUROPEAN PATENTS  
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01599978

**METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN  
HARDWARE**

**VERFAHREN, SYSTEM UND COMPUTERPROGRAMMPRODUKT ZUM FERTIGWERDEN MIT DEN  
ANDERUNGEN AN HARDWARE**

**PROCEDE, SYSTEME ET PRODUIT LOGICIEL RESOLVANT UN CHANGEMENT DE MATERIEL**  
PATENT ASSIGNEE:

**Toshiba** Tec Kabushiki Kaisha, (2633500), 1-1, Kanda Nishiki-cho,  
Chiyoda-ku, Tokyo, 101-8442, (JP), (Applicant designated States: all  
INVENTOR:

**UENO, Toshio**, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP  
LEGAL REPRESENTATIVE:  
Fuchs Mehler Weiss & Fritzsche (100495), Patentanwalte Sohnleinstrasse 8,  
65201 Wiesbaden, (DE)

PATENT (CC, No, Kind, Date): EP 1449134 A2 040825 (Basic)  
EP 1449134 A2 040825  
WO 2003038710 030508  
APPLICATION (CC, No, Date): EP 2002770188 020909; WO 2002JP9169 020909  
PRIORITY (CC, No, Date): US 2772 011102  
DESIGNATED STATES: DE; FR; GB; IT; NL; SE  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS: **G06F-017/60**

CITED PATENTS (WO A): US 6000832 A ; US 5495533 A ; US 4995082 A ; US  
6029890 A ; US 6317838 B1; US 6076069 A ; US 5657388 A

## NOTE:

No A-document published by EPO  
LEGAL STATUS (Type, Pub Date, Kind, Text):  
Application: 030702 A2 International application. (Art. 158(1))  
Application: 030702 A2 International application entering European  
phase  
Application: 040825 A2 Published application without search report  
Examination: 040825 A2 Date of request for examination: 20040310  
Application: 040825 A2 Published application without search report  
Examination: 040825 A2 Date of request for examination: 20040310  
Examination: 050105 A2 Date of dispatch of the first examination  
report: 20041119

LANGUAGE (Publication,Procedural,Application): English; English; English

8/5/12 (Item 1 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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01008713 \*\*Image available\*\*

**METHOD AND SYSTEM FOR PROVIDING BACKUP DATA FOR STUDYING PRODUCT FAILURES  
VIA A REMOTE MAINTENANCE SERVICE  
PROCEDE ET SYSTEME DE MISE EN PLACE DE DONNEES D'ARCHIVAGE DESTINEES A  
L'ETUDE DE REVENDICATIONS**

Patent Applicant/Assignee:

**TOSHIBA** TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo  
101-8442, JP, JP (Residence), JP (Nationality)

Inventor(s):

**UENO Toshio** , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP

Legal Representative:

SUZUYE Takehiko (et al) (agent), c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki  
3-chome, Chiyoda-ku, Tokyo 100-0013, JP,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200338711 A2-A3 20030508 (WO 0338711)

Application: WO 2002JP9170 20020909 (PCT/WO JP0209170)

Priority Application: US 20012771 20011102

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

JP

(EP) DE FR GB IT NL SE

Main International Patent Class: **G06F-017/60**

International Patent Class: H04L-012/24; H04L-012/26; G06F-011/07;  
G03G-015/00

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 2490

**English Abstract**

A method for providing backup data utilizing a remote maintenance system  
acquires claim information and generates a necessary backup data item  
from the claim information. Further, it accesses a product of a user  
through a network and acquires information corresponding to the backup  
data item from the product of the user.

**French Abstract**

L'invention concerne un procede de mise en oeuvre de donnees d'archivage  
au moyen d'un systeme de maintenance distant consistant a acquerir une  
information de revendication et a produire un article de donnees  
d'archivage necessaires concernant l'information de revendication. Il  
consiste, en outre, a acceder a un produit utilisateur, via un reseau, et  
a acquerir, a partir du produit utilisateur, l'information correspondant  
a l'article des donnees d'archivage.

Legal Status (Type, Date, Text)

Publication 20030508 A2 Without international search report and to be  
republished upon receipt of that report.

Search Rpt 20031030 Late publication of international search report

Republication 20031030 A3 With international search report.

Republication 20031030 A3 Before the expiration of the time limit for

amending the claims and to be republished in the  
event of the receipt of amendments.

Set	Items	Description
S1	6275	AU=(UENO, T? OR UENO T?)
S2	5	S1 AND ((TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE)() (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR - HELP? OR ASSIST? OR SUPPORT? OR USER)() (DESK? ? OR CENTER? ? - OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAI-MS)()HANDL? )
S3	2	RD (unique items)
File	2:INSPEC 1898-2005/Dec W2	(c) 2005 Institution of Electrical Engineers
File	35:Dissertation Abs Online 1861-2005/Dec	(c) 2005 ProQuest Info&Learning
File	65:Inside Conferences 1993-2006/Jan W1	(c) 2006 BLDSC all rts. reserv.
File	99:Wilson Appl. Sci & Tech-Abs 1983-2005/Oct	(c) 2005 The HW Wilson Co.
File	474:New York Times Abs 1969-2006/Jan 03	(c) 2006 The New York Times
File	475:Wall Street Journal Abs 1973-2006/Jan 03	(c) 2006 The New York Times
File	583:Gale Group Globalbase(TM) 1986-2002/Dec 13	(c) 2002 The Gale Group
File	15:ABI/Inform(R) 1971-2006/Jan 03	(c) 2006 ProQuest Info&Learning
File	20:Dialog Global Reporter 1997-2006/Jan 03	(c) 2006 Dialog
File	610:Business Wire 1999-2006/Jan 03	(c) 2006 Business Wire.
File	810:Business Wire 1986-1999/Feb 28	(c) 1999 Business Wire
File	476:Financial Times Fulltext 1982-2006/Jan 04	(c) 2006 Financial Times Ltd
File	613:PR Newswire 1999-2006/Jan 03	(c) 2006 PR Newswire Association Inc
File	813:PR Newswire 1987-1999/Apr 30	(c) 1999 PR Newswire Association Inc
File	634:San Jose Mercury Jun 1985-2005/Dec 31	(c) 2006 San Jose Mercury News
File	624:McGraw-Hill Publications 1985-2006/Jan 03	(c) 2006 McGraw-Hill Co. Inc
File	9:Business & Industry(R) Jul/1994-2005/Dec 30	(c) 2005 The Gale Group
File	275:Gale Group Computer DB(TM) 1983-2006/Jan 03	(c) 2006 The Gale Group
File	621:Gale Group New Prod. Annou. (R) 1985-2006/Dec 30	(c) 2006 The Gale Group
File	636:Gale Group Newsletter DB(TM) 1987-2006/Jan 02	(c) 2006 The Gale Group
File	16:Gale Group PROMT(R) 1990-2006/Jan 03	(c) 2006 The Gale Group
File	160:Gale Group PROMT(R) 1972-1989	(c) 1999 The Gale Group
File	148:Gale Group Trade & Industry DB 1976-2006/Dec 30	(c) 2006 The Gale Group
File	256:TecInfoSource 82-2005/Feb	(c) 2005 Info.Sources Inc
File	6:NTIS 1964-2005/Dec W2	(c) 2005 NTIS, Intl Cpyrghrt All Rights Res
File	7:Social SciSearch(R) 1972-2005/Dec W4	(c) 2005 Inst for Sci Info
File	8:Ei Compendex(R) 1970-2006/Dec W4	



(c) 2006 Elsevier Eng. Info. Inc.  
File 14: Mechanical and Transport Engineer Abstract 1966-2005/Dec  
(c) 2005 CSA.  
File 34: SciSearch(R) Cited Ref Sci 1990-2005/Dec W4  
(c) 2005 Inst for Sci Info  
File 94: JICST-EPlus 1985-2005/Oct W4  
(c) 2005 Japan Science and Tech Corp (JST)  
File 434: SciSearch(R) Cited Ref Sci 1974-1989/Dec  
(c) 1998 Inst for Sci Info

3/5/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2005 Institution of Electrical Engineers. All rts. reserv.

04627532 INSPEC Abstract Number: B90034568, C90037153

**Title: Design support system for automotive electronic control systems**

Author(s): Asano, M.; Ueno, T. ; Yamamoto, A.

Author Affiliation: Nissan Motor Co., Tokyo, Japan

Journal: International Journal of Vehicle Design vol.11, no.1 p. 27-39

Publication Date: 1990 Country of Publication: UK

CODEN: IJVDDW ISSN: 0143-3369

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Presents a design support system that allows more efficient development of electronic control systems. This support system consists of a NOAH (Nissan Operation Aid with High-level language) controller for automotive applications and a **software support** environment. The controller is built around a 68000 general-purpose microprocessor. It is provided with many input/output ports and a firmware job manager which is tailored for automotive control. The software management offers control input/output specifications, program execution and associated documentation. Using this support system, complicated control programs can easily be written in C language and efficiently implemented on the NOAH controller. Another advantage is that the use of this system is not limited to the laboratory; it can also be installed in a vehicle during the development process. Results have verified that this system greatly enhances the efficiency of electronic control system development. (6 Refs)

Subfile: B C

Descriptors: automotive electronics; control system CAD; design engineering; software tools

Identifiers: control system CAD; software tools; design engineering; NOAH controller; automotive electronic control systems; design support system; Nissan Operation Aid with High-level language; **software support** environment; 68000 general-purpose microprocessor; firmware job manager; program execution; C language

Class Codes: B0170C (Project and design engineering); B8520B (Automobile electronics); C7420 (Control engineering); C6115 (Programming support)

3/5/2 (Item 1 from file: 94)

DIALOG(R)File 94:JICST-EPlus

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04988552 JICST ACCESSION NUMBER: 01A0730725 FILE SEGMENT: JICST-E

**Total Maintenance Remote Service Support System for Public Facilities.**

**UENO TAKASHI** (1); NAKAHARA YASUO (1); YAMAMOTO SOICHIRO (1)

(1) Fuji Electr. Co., Ltd.

Denki Gakkai Kokyo Shisetsu Kenkyukai Shiryo, 2001, VOL.PPE-01,NO.1-9,

PAGE.27-32, FIG.7, REF.3

JOURNAL NUMBER: L0939AAC

UNIVERSAL DECIMAL CLASSIFICATION: 658.26/.29

LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan

DOCUMENT TYPE: Conference Proceeding

ARTICLE TYPE: Commentary

MEDIA TYPE: Printed Publication

ABSTRACT: The main body of operation and maintenance of public facilities is changing to preventive maintenance and predictive maintenance from conventional daily inspection and corrective maintenance. A support system using up-to-date technology such as remote maintenance and plant online diagnosing system has become indispensable, including

consolidation of infrastructure such as a **support center** having a structure capable of meeting emergency circumstances and armed with information, besides conventional diagnosing technology. (author abst.)

DESCRIPTORS: public facility; maintenance management; internet; remote monitoring; preventive maintenance; anomaly diagnosis; online system

BROADER DESCRIPTORS: facility and building; computer network; communication network; information network; network; monitoring; maintenance; diagnosis; system

CLASSIFICATION CODE(S): KB02020X

Set	Items	Description
S1	6275	AU=(UENO, T? OR UENO T?)
S2	5	S1 AND ((TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE)() (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR - HELP? OR ASSIST? OR SUPPORT? OR USER)() (DESK? ? OR CENTER? ? - OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HANDL? )
S3	2	RD (unique items)
S4	1	S1 AND TOSHIBA?
File	2:INSPEC 1898-2005/Dec W2	(c) 2005 Institution of Electrical Engineers
File	35:Dissertation Abs Online 1861-2005/Dec	(c) 2005 ProQuest Info&Learning
File	65:Inside Conferences 1993-2006/Jan W1	(c) 2006 BLDSC all rts. reserv.
File	99:Wilson Appl. Sci & Tech Abs 1983-2005/Oct	(c) 2005 The HW Wilson Co.
File	474:New York Times Abs 1969-2006/Jan 03	(c) 2006 The New York Times
File	475:Wall Street Journal Abs 1973-2006/Jan 03	(c) 2006 The New York Times
File	583:Gale Group Globalbase(TM) 1986-2002/Dec 13	(c) 2002 The Gale Group
File	15:ABI/Inform(R) 1971-2006/Jan 03	(c) 2006 ProQuest Info&Learning
File	20:Dialog Global Reporter 1997-2006/Jan 03	(c) 2006 Dialog
File	610:Business Wire 1999-2006/Jan 03	(c) 2006 Business Wire.
File	810:Business Wire 1986-1999/Feb 28	(c) 1999 Business Wire
File	476:Financial Times Fulltext 1982-2006/Jan 04	(c) 2006 Financial Times Ltd
File	613:PR Newswire 1999-2006/Jan 03	(c) 2006 PR Newswire Association Inc
File	813:PR Newswire 1987-1999/Apr 30	(c) 1999 PR Newswire Association Inc
File	634:San Jose Mercury Jun 1985-2005/Dec 31	(c) 2006 San Jose Mercury News
File	624:McGraw-Hill Publications 1985-2006/Jan 03	(c) 2006 McGraw-Hill Co. Inc
File	9:Business & Industry(R) Jul/1994-2005/Dec 30	(c) 2005 The Gale Group
File	275:Gale Group Computer DB(TM) 1983-2006/Jan 03	(c) 2006 The Gale Group
File	621:Gale Group New Prod. Annou. (R) 1985-2006/Dec 30	(c) 2006 The Gale Group
File	636:Gale Group Newsletter DB(TM) 1987-2006/Jan 02	(c) 2006 The Gale Group
File	16:Gale Group PROMT(R) 1990-2006/Jan 03	(c) 2006 The Gale Group
File	160:Gale Group PROMT(R) 1972-1989	(c) 1999 The Gale Group
File	148:Gale Group Trade & Industry DB 1976-2006/Dec 30	(c) 2006 The Gale Group
File	256:TecInfoSource 82-2005/Feb	(c) 2005 Info.Sources Inc
File	6:NTIS 1964-2005/Dec W2	(c) 2005 NTIS, Intl Cpyrght All Rights Res
File	7:Social SciSearch(R) 1972-2005/Dec W4	(c) 2005 Inst for Sci Info

File 8: Ei Compendex(R) 1970-2006/Dec W4  
(c) 2006 Elsevier Eng. Info. Inc.  
File 14: Mechanical and Transport Engineer Abstract 1966-2005/Dec  
(c) 2005 CSA.  
File 34: SciSearch(R) Cited Ref Sci 1990-2005/Dec W4  
(c) 2005 Inst for Sci Info  
File 94: JICST-EPlus 1985-2005/Oct W4  
(c) 2005 Japan Science and Tech Corp(JST)  
File 434: SciSearch(R) Cited Ref Sci 1974-1989/Dec  
(c) 1998 Inst for Sci Info

4/5/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2005 Institution of Electrical Engineers. All rts. reserv.

0000745209 INSPEC Abstract Number: 1965B12416

**Title: Capacitor voltage transformers**

Author(s): **Ueno, T.**

Journal: Toshiba Review (International Edition) 18 p.5-11

Publication Date: 1964 Country of Publication: Japan

Language: English Document Type: Journal Paper (JP)

Abstract: On account of its poor frequency error characteristics the capacitor voltage transformer has not been widely used in the past. However, the stabilization of power system frequency has greatly reduced this disadvantage. The extremely high insulation of the capacitor voltage transformer makes it more economical than the conventional wound-type potential transformer, especially in high voltage system. The design problems of the **Toshiba** capacitor volts age transformer are briefly discussed under five headings; viz., (1) frequency-error characteristics; (2) ferro-resonance; (3) transient characteristics; (4) high-frequency characteristics; and (5) insulation strength. The use of the capacitor voltage transformer for: (a) meter and relay; (b) power energy tariff; and (c) line voltage measurement is also discussed.

Subfile: B

Descriptors: capacitors; potential transformers

Identifiers: capacitors -- applications; transformer -- voltage

Class Codes: B2130 (Capacitors); B8350 (Transformers and reactors)

Copyright 2004, IEE

Set	Items	Description
S1	6268	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HANDL?
S2	4851789	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	1342702	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	4049078	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	2746397	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	1457481	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR SIGNIFICAN?? OR VALUE
S7	229013	S5(S)S6
S8	64295	S7 AND S4
S9	249	S1 AND S2 AND S3
S10	4	S8 AND S9
S11	3	S10 AND IC=G06F-017/60

File 350:Derwent WPIX 1963-2005/UD,UM &UP=200601  
(c) 2006 Thomson Derwent

File 344:Chinese Patents Abs Aug 1985-2005/May  
(c) 2005 European Patent Office

File 347:JAPIO Nov 1976-2005/Jul(Updated 051102)  
(c) 2005 JPO & JAPIO

11/5/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2006 Thomson Derwent. All rts. reserv.

015637227 \*\*Image available\*\*  
WPI Acc No: 2003-699410/200367  
XRPX Acc No: N03-558583

**Computer- implemented method for providing a help desk service involves returning solution to user when potential solution is found with confidence rating greater than threshold value**  
Patent Assignee: FUJITSU SERVICES LTD (FUJI-N); INT COMPUTERS LTD (INCM );  
HOGAN P (HOGA-I); RIXON M (RIXO-I); SMITH S (SMIT-I)  
Inventor: HOGAN P; RIXON M; SMITH S  
Number of Countries: 031 Number of Patents: 003

## Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1343102	A2	20030910	EP 2002258780	A	20021219	200367 B
US 20030172133	A1	20030911	US 2002320083	A	20021216	200367
GB 2386214	A	20030910	GB 20025694	A	20020309	200368

Priority Applications (No Type Date): GB 20025694 A 20020309

## Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1343102	A2	E	8	G06F-017/60	
Designated States (Regional): AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI SK TR					
US 20030172133	A1			G06F-015/16	
GB 2386214	A			G06F-017/30	

Abstract (Basic): EP 1343102 A2

NOVELTY - An electronic request is received from a user for help on a **specified** problem. A search is automatically performed in a knowledge base system to find potential solutions to the problems. When a potential solution is found with a confidence **rating** greater than a threshold **value**, then the solution is returned to the user. The request is passed to a human **agent** when no suitable potential solution is found.

DETAILED DESCRIPTION - An INDEPENDENT **CLAIM** is also included for a computerized **help desk** system.

USE - For providing a **help desk** service by telephone or e-mail.

ADVANTAGE - Improves efficiency of the way in which requests are handled.

DESCRIPTION OF DRAWING(S) - The figure shows a schematic block diagram of the **help desk** system.

pp; 8 DwgNo 1/3

Title Terms: COMPUTER; IMPLEMENT; METHOD; HELP; DESK; SERVICE; RETURN; SOLUTION; USER; POTENTIAL; SOLUTION; FOUND; CONFIDE; **RATING**; GREATER; THRESHOLD; **VALUE**

Derwent Class: T01

International Patent Class (Main): G06F-015/16; G06F-017/30; **G06F-017/60**

File Segment: EPI

11/5/2 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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015321437 \*\*Image available\*\*  
WPI Acc No: 2003-382372/200336



XRPX Acc No: N03-305486

Technical support **system** has claims handling section registering new claim reports and determining engineer to take charge of supporting task

Patent Assignee: TOSHIBA TEC KK (TOSH-N)

Inventor: UENO T

Number of Countries: 008 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200338708	A2	20030508	WO 2002JP9167	A	20020909	200336 B
US 20030088451	A1	20030508	US 20012743	A	20011102	200345
EP 1419469	A2	20040519	EP 2002765459	A	20020909	200433
			WO 2002JP9167	A	20020909	
JP 2005507529	W	20050317	WO 2002JP9167	A	20020909	200520
			JP 2003540897	A	20020909	

Priority Applications (No Type Date): US 20012743 A 20011102

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200338708	A2	E	40	G06F-017/60	
				Designated States (National): JP	
				Designated States (Regional): DE FR GB IT NL SE	
US 20030088451	A1			G06F-017/60	
EP 1419469	A2	E		G06F-017/60	Based on patent WO 200338708
				Designated States (Regional): DE FR GB IT NL SE	
JP 2005507529	W		57	G06F-017/60	Based on patent WO 200338708

Abstract (Basic): WO 200338708 A2

NOVELTY - System comprises a service information portal section (10) providing web pages as an information input and output interface, a knowledge base section (16) storing **claim** reports and solutions answered by **engineers**, and a **claim handling** section (14) registering new **claim** reports in the knowledge base section with the **claim** title structured as definition information from a client web page. This section **determines** the **engineer** to take charge of the supporting **task** for preparing a solution based on the **ranks** of **importance** of supporting **tasks** already **assigned** to **engineers** of the division in charge. It also has a supporting **task** table holding records of **engineers** as numeric values by combining the **ranks** and progress with a **weighting**, plus a section for **selecting engineers**

DETAILED DESCRIPTION - There is an INDEPENDENT **CLAIM** for a computer program for a **technical support** system server.

USE - System is for providing **technical support** to **claims** for manufacturer products acquired through a worldwide technical service network.

ADVANTAGE - System solves **claims** relating to products quickly.

DESCRIPTION OF DRAWING(S) - The figure shows the structure of a **technical support** system

- reporting section (10)
- management information system (12)
- claim handling** section (14)
- knowledge base section (16)
- master database section (18)
- data warehouse section (20)
- communication interface (22)
- client terminals (24)
- Internet (26)

pp; 40 DwgNo 2/13

Title Terms: TECHNICAL; SUPPORT; SYSTEM; **CLAIM** ; HANDLE; SECTION; REGISTER

; NEW; **CLAIM** ; REPORT; **DETERMINE** ; ENGINEERING; CHARGE; SUPPORT; **TASK**  
Derwent Class: T01  
International Patent Class (Main): **G06F-017/60**  
File Segment: EPI

**11/5/3** (Item 3 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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015015654 \*\*Image available\*\*  
WPI Acc No: 2003-076171/200307  
XRPX Acc No: N03-059019

Assigning tasks to agents in service center by ascertaining  
**skills weight and score**  
Patent Assignee: GENESYS TELECOM LAB INC (GENE-N); INT BUSINESS MACHINES  
CORP (IBMC )

Inventor: KILPATRICK J.F  
Number of Countries: 100 Number of Patents: 003  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 2002103464	A2	20021227	WO 2002US15716	A	20020515	200307 B
US 20030055705	A1	20030320	US 2001884776	A	20010619	200323
AU 2002303791	A1	20030102	AU 2002303791	A	20020515	200452

Priority Applications (No Type Date): US 2001884776 A 20010619

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 2002103464	A2	E	24 G06F-000/00	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN  
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ  
OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA  
ZM ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

US 20030055705 A1 G06F-017/60

AU 2002303791 A1 G06F-000/00 Based on patent WO 2002103464

Abstract (Basic): WO 2002103464 A2

NOVELTY - Method consists in ascertaining all **agent** skills  
relevant to process the **task**, establishing a skill expression  
defining a logical relationship between the skills, calculating a skill  
**weight** and **agent score** and **selecting** an **agent**. To calculate  
the **weight**  $w_i$  for a given skill  $i$ , a **value**  $a/(2m-1)$  is calculated,  
a being the number of times in a truth table corresponding to the skill  
expression that both the skill and its expression are logically true  
and  $m$  is the number of unique skills **specified** in the expression.

USE - Method is for **assigning tasks** such as incoming calls,  
e-mail, WWW requests etc. to **agents** in a **service center** based on  
**agent** skills.

DESCRIPTION OF DRAWING(S) - The figure shows a flow chart of steps  
of **agent** interaction with an interaction **task** queue using scoring.  
pp; 24 DwgNo 1/1

Title Terms: **ASSIGN** ; **TASK** ; **AGENT** ; SERVICE; ASCERTAIN; SKILL; WEIGHT;  
SCORE

Derwent Class: T01  
International Patent Class (Main): G06F-000/00; **G06F-017/60**  
File Segment: EPI

Set	Items	Description
S1	11004	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HANDL?
S2	1929428	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	1057248	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	1799584	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	1456770	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	1281779	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR SIGNIFICAN?? OR VALUE
S7	457685	S5(S)S6
S8	378015	S2(S)S3
S9	96567	S7(S)S4
S10	7030	S8(S)S9
S11	89	S10(S)S1
S12	127	S11 AND IC=G06F-017/60

File 348:EUROPEAN PATENTS 1978-2005/Dec W04  
(c) 2005 European Patent Office

File 349:PCT FULLTEXT 1979-2005/UB=20051229,UT=20051222  
(c) 2005 WIPO/Univentio

Scanned  
files and  
abstract

12/3,K/1 (Item 1 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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01166247 \*\*Image available\*\*

**METHODS AND SYSTEMS FOR THE MANAGEMENT OF INSURANCE CLAIMS AND PROPERTY  
PROCEDES ET SYSTEMES DE TRAITEMENT DES DECLARATIONS DE SINISTRE ET DES  
BIENS ASSURES**

Patent Applicant/Assignee:

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(Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

KEANEY Michael William, 43 Longview Drive, Papamoa, Tauranga, NZ, NZ  
(Residence), NZ (Nationality), (Designated only for: US)

Legal Representative:

SCHUCH Ernest Robert (agent), Schuch & Company, P.O. Box 10 615, Level 5,  
22 The Terrace, Wellington, NZ,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200488560 A1 20041014 (WO 0488560)

Application: WO 2004NZ65 20040402 (PCT/WO NZ04000065)

Priority Application: NZ 525159 20030402

Designated States:

(All protection types applied unless otherwise stated - for applications  
2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM  
DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC  
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO  
RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW  
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO  
SE SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) BW GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7950

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Claims

Claim

TECHNICAL FIELD

This invention relates to methods and systems for managing insurance  
**claims** and property.

BACKGROUND

1 0 The processing steps of settling an insurance **claim** has to date  
generally been a largely manual and labour intensive **task**. Although  
various computer software programs have been implemented to assist the  
**task** of processing **claims**, they have generally been ad hoc  
developments and have only automated a few steps in the process from  
first handling a **claim** application to full settlement of the **claim**.  
Further, the use of additional consultative 1 5 electronic databases such  
as **claims** histories and property registers have not been considered or  
used. A further step in the standard process of settling an insurance  
**claim** has been the use and reliance on a paper file. This requires a  
**claims handler** to write proper file notes and to record transactions  
and agreements. Unfortunately this reliance can sometimes be misplaced  
and **claims handlers** can either fail to record details making it  
difficult for other **claims handlers** to continue work on the file to

complete a subsequent step if the previous person...

...paper form can be difficult to access when held in one branch location and a **claim** making a subsequent **claim** has moved location and is claiming via a different branch. Standardisation of processing steps can ...

...object of the invention to provide a method of and system for handling or managing **claims** that overcomes at least some of the abovementioned problems, or at least to provide the...

...first broad aspect of the invention there is provided a method of managing an insurance **claim**, the method including the steps of. a) obtaining information on a **claim**, including items of property relating to said

**claim**, such information forming a **claim** datafile;

b) selecting items of property being claimed by consulting a property register configured and...

...to store items of property owned by the person or entity

1 0 making a **claim**;

c) obtaining information to establish a replacement **value** for each of the items of

property relating to the **claim**; and

d) selecting a method of settlement of the **claim** and calculating the replacement values for each of the items of property to determine a settlement **value**.

1 5

Preferably in step b) a further process is undertaken whereby an historical **claims** database is consulted to check the **claims** history of the claimant. Desirably in step b) if any items being claimed match previous items claimed by consulting the historical **claims** database, a flag is generated to provide an **indication** to a user that further investigation may be warranted. Advantageously the property register is periodically...

...the method further includes an archiving step wherein the datafile associated with a settled **claim** is moved to an archiving database wherein further changes to the datafile are not permitted...

...method further includes a post archiving revision step wherein the datafile associated with a settled **claim** is accessed from an archive location and reviewed and altered as required, and wherein an...

...aspect of the invention there is provided a computer controlled method for managing an insurance **claim**, the computer being programmed to carry out the steps of. A. generating a **claim** datafile by receiving information relating to a **claim**, including

1 0 items of property relating to the **claim**;

B. selecting items of property being claimed by consulting a property register configured and arranged to store items of property owned by the person or entity

making a **claim**;

C. obtaining information to establish a replacement **value** for each of the items of

1 5 property relating to the **claim**; and

D. selecting a method of settlement of the **claim** and calculating the replacement values for each of the items of property to determine a settlement **value**. Desirably in step B. an historical **claims** database is consulted to check the **claims** history of the claimant, and if any

process with settlement of...

12/3,K/5 (Item 5 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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01008711 \*\*Image available\*\*

**TECHNICAL SUPPORT SYSTEM TECHNICAL SUPPORT SYSTEM  
SYSTEME D'ASSISTANCE TECHNIQUE**

Patent Applicant/Assignee:

TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo  
101-8442, JP, JP (Residence), JP (Nationality)

Inventor(s):

UENO Toshio, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP,

Legal Representative:

SUZUYE Takehiko (et al) (agent), SUZUYE & SUZUYE, 7-2, Kasumigaseki  
3-chome, Chiyoda-ku, Tokyo 100-0013, JP,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200338708 A2 20030508 (WO 0338708)

Application: WO 2002JP9167 20020909 (PCT/WO JP0209167)

Priority Application: US 20012743 20011102

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

JP

(EP) DE FR GB IT NL SE

Publication Language: English

Filing Language: English

Fulltext Word Count: 6731

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... claim

reports and solutions answered by engineers with  
respect to the claim reports; and a **claim handling**  
section which registers in the knowledge base section  
a new **claim** report in which at least a **claim** title is  
structured as a combination of predetermined items of  
is definition information on the basis of a **claim** content  
input to a client web page, and manages the registered  
new **claim** report as an unsolved **claim** requiring an  
answer from the **engineer**, wherein the **claim handling**  
section is configured to **determine** an **engineer** who  
is to take charge of a supporting **task** for preparing  
a solution to the new **claim** report, based on **ranks** of  
**importance** of supporting **tasks** already **assigned** to  
**engineers** of a division-in-charge, and progress states  
of the supporting **tasks**.

According to the technical support system, the

**claim handling** section **determines** an **engineer** who is  
to take charge of the supporting **task** for preparing  
a solution to the new **claim** report, based on the **ranks**  
of **importance** of the supporting **tasks** already **assigned**  
to the **engineers** of the division-in-charge, and the

progress states of these supporting tasks . That is, a supporting task having a high rank of importance can be assigned to the engineer which can quickly start the supporting task in preference to a supporting task having a low rank of importance . As a result, the supporting task of a new claim can be prevented from being delayed regardless of the rank of importance .

Additional objects and advantages of the invention will be set forth in the description which...

#### Claim

1 A technical support system comprising:  
a service information portal section which provides web pages as an information input and output interface;  
a knowledge base section which stores various claim reports and solutions answered by engineers with respect to the claim reports; and  
a claim handling section which registers in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and manages the registered new claim report as an unsolved claim requiring an answer from the engineer ; wherein the claim handling section is configured to determine an engineer who is to take charge of a supporting task for preparing a solution to the new claim report, based on ranks of importance of supporting tasks already assigned to engineers of a division-in-charge, and progress states of the supporting tasks .

2 The technical support system according to claim 1, wherein said claim handling section includes a supporting task table which holds records of the engineers each obtained as numeric value data by combining the ranks of importance of supporting tasks assigned before registration of the new claim report and the progress states of the supporting tasks with a predetermined weighting , and a selecting section which makes selection of the engineers by comparing the numeric value data of the records held in said supporting task table.

3 The technical support system according to claim 2, wherein said claim handling section...assignment of the supporting task is not accepted by the previously selected engineer.

5 A technical support method using a knowledge base section which stores various claim reports and related solutions, said method comprising:  
a step of providing web pages as an...

...input and output interface;  
a step of registering in said knowledge base

section a new **claim** report in which at least a **claim** title is structured as a combination of predetermined items of definition information on the basis of a **claim** content input to a client web page, and managing the registered new **claim** report as an unsolved **claim** requiring an answer from the **engineer** ; and a step of **determining** an **engineer** who is to take charge of a supporting **task** for preparing a solution to the new **claim** report, based on **ranks** of **importance** of supporting **tasks** already **assigned** to **engineers** of a division-in-charge, and progress states of the supporting **tasks** .

6 The **technical** support method according to **claim** 5, wherein said **engineer** **determining** step is configured to use a supporting **task** table which holds records of the **engineers** each obtained as numeric **value** data by combining the **ranks** of **importance** of supporting **tasks** **assigned** before registration of the new **claim** report and the progress states of the supporting **tasks** with a predetermined **weighting** , and to make selection of the **engineers** by comparing the numeric **value** data of the records held in said supporting **task** table.

7 The technical support method according to **claim** 6, wherein said engineer determining step...A recording medium having a program recorded for a technical support system server including a **claim** **handling** section which registers in a knowledge base section a new **claim** report in which at least a **claim** title is structured as a combination of predetermined items of definition information on the basis of a **claim** content input to a client web page, and manages the registered new **claim** report as an unsolved **claim** requiring an answer from the **engineer** , said program being executable for causing said **claim** **handling** section to perform a process of confirming **ranks** of **importance** of supporting **tasks** already **assigned** to **engineers** of a division-in-charge and progress states of the supporting **tasks** , and **determining** an **engineer** who is to take charge of a supporting **task** for preparing a solution to the new **claim** report, based on the **ranks** of **importance** of supporting **tasks** and the progress states of the supporting **tasks** .

10 The recording medium according to **claim** 9, wherein said program is configured such that said **claim** **handling** section performs a process of using a supporting **task** table which holds records of the **engineers** each obtained as numeric **value** data by combining the **ranks** of **importance** of supporting **tasks** **assigned** before registration of the new **claim** report and the progress states of the supporting **tasks** with a predetermined **weighting** , and making selection of the **engineers** by comparing the numeric **value** data of the records held in said supporting **task** table.

11 The recording medium according to **claim** 10, wherein said program is configured such...



12/3,K/6 (Item 6 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2005 WIPO/Univentio. All rts. reserv.

00961949 \*\*Image available\*\*

**FACILITATING REALTIME INFORMATION INTEREXCHANGE BETWEEN A  
TELECOMMUNICATIONS NETWORK AND A SERVICE PROVIDER  
FACILITATION D'ECHANGE D'INFORMATIONS EN TEMPS REEL ENTRE UN RESEAU DE  
TELECOMMUNICATION ET UN FOURNISSEUR DE SERVICE**

Patent Applicant/Assignee:

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AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ  
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI  
SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
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(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW  
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Fulltext Availability:

Claims

Claim

... now to FIGURE 13f there is  
illustrated a timing diagram of a location area change  
**indication** of the ME 554 to the B2B engine 552, in  
another presently preferred embodiment of...short message is sent (step  
590) by the client  
application to the SIM 556, as **indicated** in FIGURE 13, in  
step 590A the SIM informs ...packet based  
communications protocol, is also connected to various  
other nodes in the network, generally **designated** in  
FIGURE 14 by the reference ...FIGURE 14. Also, the BGW could be in  
charge of the billing in the mobile **operator** for each  
user or provide information, for example, on the  
remaining balance for subscribers accessing...

...the preferred embodiment described hereinabove, the network nodes preferably contain a client application (CL)/ monitoring **agent** (MA) programmed in each of the network nodes ...of such a change. The determination of the status change is performed using a Monitoring **Agent** (MA) 656 inside both the VLR 652 and the HLR 654. The HLR 654 in and stores it in a database.

The B2B engine then performs the necessary **operations** on this information and acts accordingly. In general, once the client application catches a trigger...in the B2B engine 210 database, a Home Location Register (HLR) 610 is polled to **determine** the registration information of the mobile subscriber, e.g., using Mobile Application Part (MAP), TCP...The information may be selectively requested according to the needs of the B2B engine in **determining** the status of ...to-business engine. With reference now to FIGURE 16, however, there is illustrated an alternative **operation** of the B2B engine 210 of the present invention. In this alternate configuration,, the B2B...contents to the subscriber. For example,, the contents could be sent through the Short Message **Service Center** (SMSC) using a Short message (SMS) or a WAP sent over an SMS message. Moreover...protocol, The Mobile Positioning Center (MPC) 630 preferably uses a MPC protocol. A Short Messaging---@ **Service Center** (SMSC) 650 preferably uses a Short Message Peer-to-Peer (...engine could be interfaced with other systems such as a second generation (2G) wireless telecommunications **operator** system ...will, in turn, interface to Application Gateways, not shown in the figure, allowing an unprecedented **level** of separation of services ...of the mobile subscriber. The network nodes,, nonetheless, are preferably reprogrammed to include a mobility **agent** ,, as described hereinabove with reference to FIGURES 14 and 15.

Also the mobile **operator** described hereinabove is a GSM **operator** , it should be understood by one of ordinary skills in the art that the invention could be used for a PCS **operator** , a DAMPS **operator** or/and any existing mobile **operator** , Moreover, a single B2B engine could interconnect various mobile **operators** with various portals. The mobile **operators** could be of a different nature and using a different standard, e.g. a B2B engine could provide service for a PCS **operator** as well as a GSM **operator** , concurrently.

Moreover, 3G mobile stations will also have the client application that will notify the...660/662,, etc, as described in exemplary manners hereinabove) enables one or more telecommunications network **operators** to provide **value** -added services to users by, for examplef providing realtime information (e.g., user location, user...network aspects 2000 are approximate and exemplary accuracies by which the subscriber location may be **determined** by the given node. For example, the HLR 1925 may ascertain the location of the...that is received by the SCS 1920 may be affected by the network node/entity **selected** to provide the user

location.

Continuing now with FIGURE 20B, other exemplary network aspects

12/3,K/7 (Item 7 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00911742 \*\*Image available\*\*

**METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY**

**PROCEDE DE MISE EN OEUVRE D'UNE FONCTIONNALITE DE POSTE DE SERVICE**

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EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
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SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

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Fulltext Availability:

Detailed Description

Detailed Description

... 1 5 1 0 suggests which person to notify.

If the first level of the **service desk** cannot resolve the request on-line as part of Tier 1 Attempted Resolution, then it is **assigned** to Tier 2. In line with IT Framework terminology, "if the service request is of type "Incident,"

then when the service request is **assigned** to Tier 2 or 3 it becomes a "Problem," by definition. Once the **priority** and **assignment** of a service

request have been **decided**, the Tier I **operator** then **decides** the correct

resource to **assign** the service request. This person ( **assignee** ) is then notified, either automatically by the tool-set, or by the individual making the **assignment** if the **priority** is high.

Fig. I I is a flowchart for a process 44 of assigning service...

12/3,K/8 (Item 8 from file: 349)  
 DIALOG(R)File 349:PCT FULLTEXT  
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00835793 \*\*Image available\*\*

**SYSTEM AND METHOD FOR AUTOMATING BUSINESS PROCESSES AND PERFORMING DATA INTERCHANGE OPERATIONS IN A DISTRIBUTED COMPUTING ENVIRONMENT**  
**SYSTEME ET PROCEDURE D'AUTOMATISATION DE PROCESSUS D'ENTREPRISES ET DE REALISATION D'OPERATIONS D'ECHANGE DE DONNEES DANS UN ENVIRONNEMENT INFORMATIQUE DISTRIBUE**

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 LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
 TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

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Claims

Claim

... process currently being edited by the workflow administrator

66 Additionally, the workflow administrator 66 may **select** one of the process versioning options 682 for deleting all of the previous versions of...

...new version. Utilizing the versioning window 6 8 1, the workflow administrator 66 may also **select** the version effective date 683. In particular, the workflow administrator 66 may **select** an option for making the current version of the process effective immediately. Alternatively, the workflow administrator 66 may **select** a future date on which the version of the process should become active. In this...

...invoked and completed, the logic proceeds to decision block 438 where the workflow engine 52 **determines** whether the current **task** has any more activities defined. If yes, the logic cycles back to decision block 424 and proceeds as described above. If the workflow engine 52 **determines** that there are no more activities defined for the current **task**, the logic proceeds to block 440. At block 440, the workflow engine 52 **determines** whether a role or a document is defined for the current **task**. The process for defining a role or document for an activity is described in detail... 5A, 6 and 8. If a role or document is not defined for the current **task**, the logic proceeds to block 452 where the workflow engine 52 places an outgoing message...

...the outgoing message queue is where the workflow engine 52 deposits messages to initiate other **tasks**. If a role or document is defined, the logic proceeds from decision block 440 to...

...proceeds to resolve the role at block 444. As described earlier, the role may be **assigned** to more than one location or source. For example, in FIGURE 5A, the role is **assigned** through location " **TASK** :MAEsc1.newEmail" or ... frank@didtest.com". If the manager approval **task** 1 14 (shown in FIGURE 4) is initiated by the purchase request **task** 1 1 0, the **TASK** :MAEsc1.newEmail would not be available for the workflow engine 52 to resolve the role...

...this time. The logic then proceeds to decision block 448 where the workflow engine 52 **determines** whether there is an escalation **task** defined for the current **task** (see FIGURE 7). If the current **task** has an escalation **task** defined, the logic proceeds to block 450 where the workflow engine 52 initializes the escalation **task**. During the initialization of the escalation **task**, the workflow engine allocates memory and **assigns** PIID and TIID to the escalation **task**. The logic then proceeds to block 452. If the current **task** does not have an escalation **task** defined, the logic proceeds from decision block 448 to block 452. At block 452, the...

...on these tables to improve performance and also may cache the tables during run-time **operation** to minimize the input/output access to the databases 54, 56 and 58. The workflow...

...the tables to include definitions for the four attributes and status for the processes and **tasks**. If the route needs to be initialized, the logic proceeds to block 464 where the workflow engine 52 initializes an instance for the **task** in a **task** table and records the route using PID, PIID, TID, TIID in the instance database 58...

...block 466 as it would have done if the route had previously been initialized as **determined** at decision block 462. At block 466, the route link is recorded in the instance database 58. A source **task** and destination **task** are recorded in a route table associated with the instance for the **task** in the **task** table. The logic then proceeds to

As described above with reference to FIGURE 23, a subscriber may **select** a menu item for creating or editing a data interchange **operation**. Generally described, a data interchange **operation** is an automated process for retrieving a source object at a source object location using a protocol, performing a transformation/mapping **operation** on the source object, and saving the resulting target object in a target object location. As shown in FIGURE 26, according to an embodiment of the invention, the data interchange **operation** is performed by an application program called an **operation** resolver 792. In general, the **operation** resolver 792 utilizes a data interchange **operation** definition provided by a subscriber to locate a source object 794 at a source object location 796. The **operation** resolver 792 may retrieve the source object 794 using a variety of protocols 798. Moreover, the **operation** resolver may perform decryption 800 on the source object prior to modifying the source object. Additionally, the **operation** resolver 792 may perform a transformation and/or mapping **operation** 802 on the source object. The transformation/mapping **operation** 802 may include transforming the source object in a variety of ways described below to...

...include mapping fields of the source object into fields of the target object.

Once the **operation** resolver 792 has performed the transformation **operation** 802, the **operation** resolver 792 may perform encryption 806 on the target object as known to those skilled in the art. The **operation** resolver 792 may also utilize a protocol 808 to save the target object 812 to a target object location 810. **Operation** of the **operation** resolver 792 is described in more detail below with respect to FIGURE 57.

Referring now to FIGURE 27, an illustrative system for performing data interchange **operations** will be described. In order to enable the use of data interchange **operations** within an automated business process system, a Web data interchange ("WVDI") server 814 is provided...

...user may access the WDI server 814, and define, edit, schedule, and save data interchange **operations**.

Once a user has created a data interchange **operation**, a data interchange

**operation** definition may be saved in the WDI database 818. The WDI database may be accessed...

12/3,K/12 (Item 12 from file: 349)  
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00806382

**METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE**

**PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHÉ ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHÉ**

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Page Mill Road, Palo Alto, CA 94304, US,  
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 ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV  
 MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT  
 TZ UA UG UZ VN YU ZW  
 (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
 (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
 (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
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 Claims

#### Claim

.... complaints Performance  
 pi complaints IviDnagerne 1504  
 anning and Other inquiries  
 Design  
 Billing inquiry  
 Provider Collections  
**Customer care** Responsesto Mkt. Research  
 inquiries/orders Feedback/Input  
 Processes  
 Figure 15  
 Receiving a service **level**  
 agreement for a hybrid network  
 customer  
 I F  
 1602  
 Storing the service **level**  
 agreement  
 Receiving inquiries from the hybrid 1604  
 network customers reflecting  
 occurrences related to the hybrid  
 network  
 1606  
 Generating events based on the  
 service **level** agreement and at  
 least one of the customer inquiries  
 Figure 16  
 .....  
 INPUTS OUTPUTS 1500  
 1500....  
 ...Compile & Deliver customer reports Handling  
 Prob ern - 1304  
 Problem Manage SLA Performance  
 Handling Reports Service  
**Determine** & deliver QoS & SLA hoS violatio@Ls  
 ation information Quality

PREASSOCIATING ADVERTISEMENTS WITH INDIVIDUAL ITEMS OR WITH 6200  
 ENTIRE CLASSES OF ITEMS  
 AUTOMATICALLY DISPLAYING ONE OR MORE OF THE 6202  
 ADVERTISEMENTS WHEN THE ITEMS ARE **SELECTED** FOR DISPLAY  
 ROTATING THE ADVERTISEMENTS SO THAT EACH GETS AN EQUAL 6204  
 AMOUNT OF DISPLAY...

...PROFILE 6304

6306  
 DISPLAYING THE AT LEAST ONE ITEM FOR PURCHASE  
 ALLOWING THE USER TO **SELECT** THE AT LEAST ONE ITEM FOR PURCHASE  
 6 8  
 ACCEPTING PAYMENT IN EXCHANGE FOR THE **SELECTED** ITEM  
 Figure 63  
 6310  
 ALLOWING A USER TO REQUEST TO UTILIZE A SOFTWARE PACKAGE 6402...

...DATA

6706  
 COLLECTING FEEDBACK FROM THE USERS ON THE PROVIDED INFORMATION  
 i  
 PROVIDING A SERVICE **SELECTED** FROM A GROUP OF SERVICES INCLUDING: 6708  
 MAINTAINING A CALENDAR OF UPCOMING EVENTS, REMINDING THE...

...OF THE SET OF FEATURES BASED  
 ON THE USER PROFILE

6603  
 ALLOWING A USER TO **SELECT** THE ITEM FOR PURCHASE  
 6700 Figure 68  
 COLLECTING USER INFORMATION SUCH AS SEARCH REQUESTS, 6...

...OF THE EDUCATION OF THE USERS INCLUDING AT LEAST

ONE OF THE COURSES COMPLETED AND **SCORES** FOR THE COURSES COMPLETED  
 5310  
 Figure 71  
 ALLOWING A USER T  
 0 REVIEW EDUCATIONAL PROGRAM...

...THE EDUCATION CURRICULUM BASED ON THE CURRENT 7300  
 EXPERTISE

Y  
 RECEIVINGSTUDENTDEFINEDTRAININGGOAL,SUCHASASPECIFIC 7301  
 CERTIFICATION OR **DEGREE** (ADDITIONAL USER INDICIA),  
 TAKING THE TRAINING GOAL FROM THE STU.DENT PROFILE 7302  
 7303  
 GENERATING...Control  
 Software  
 Client Client Client Client  
 Figure 116  
 11700  
 Firewall se  
 al  
 Client  
 Chat  
 Server  
 Customer Support  
 Representative  
 0 Workstation  
 Figure 117  
 11808



11800 11806 11804 \*HarrlPnPd 0  
 n rne ket Flte F  
 Dial-up Router  
 en &Har &Hardener, O  
 We Chat  
 Serve Serve  
 11802

\*Ha Customer Support

News Representative

Serve Workstation

Figure 118

11900 11902

Intemet Packet filte

Dial- Router

Client

Figure 119

\*Customer...

...OF THE E

COMMERCE COMPONENT WITH AN ARCHITECTURE OF THE  
 FRAMEWORK OF THE ENTERPRISE

06

**DETERMINING** A COMPATIBILITY OF THE E-COMMERCE  
 COMPONENT WITH THE FRAMEWORK OF THE ENTERPRISE  
 2 08...

...10

INTEGRATING THE E-COMMERCE COMPONENT WITH  
 ENTERPRISE CAPABILITIES OF THE FRAMEWORK OF THE  
 ENTERPRISE

**DETERMINING** WHETHER THE &COMMERCE COMPONENT 12  
 REQUIRES AN ADDITIONAL CAPABILITY, WHEREIN THE  
 ADDITIONAL CAPABILITY IS ADDED...

...CD

co a)

U

CO (n

CO

(n

0

Contract ID3

correlate bandwidth

sales (with rating

info)to net

settlements

Usage Pmeassing clearing function.

FigurG 127

ALLOCATING BANDWIDTH ON A NETWORK...

...IF

COMPARING THE AMOUNT OF BANDWIDTH USED BY THE FIRST 12902  
 USERTOTHE TOTALAMOUNT OF BANDWIDTH THE FIRST USER  
 HAS BEEN ALLOCATED

**DETERMINING** THE AMOUNT OF UNUSED BANDWIDTH BY 12904  
 SUBTRACTING THE AMOUNT OF BANDWIDTH USED BY THE...

...SECOND USER

I I

ALLOWING A NEGOTIATION BETWEEN THE FIRST AND SECOND 13206  
 USERS FOR **DETERMINING** TRANSACTION TERMS FOR  
 REALLOCATION OF THE UNUSED BANDWIDTH FROM THE FIRST

USER TO THE SECOND...133  
RECEIVING TERMS REGARDING A REALLOCATION OF 13400  
BANDWIDTH FROM A SELLER TO A BUYER  
**DETERMINING** AN AMOUNT OF MONEY THE BUYER OWES THE 13402  
SELLER FOR THE REALLOCATED BANDWIDTH BASED...

**12/3,K/14** (Item 14 from file: 349)  
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00781905 \*\*Image available\*\*

**BUSINESS METHOD AND PROCESSING SYSTEM**  
**PROCEDE COMMERCIAL ET SYSTEME DE TRAITEMENT**

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GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA  
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UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

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Fulltext Availability:

Claims

Claim

... PC& lintel or Mm)

with Launchl Sender

and/or Web Browser

Networked Equipment

PSC

Productivity Service Center

Mulff-function

Digital Printer

LmnchlIDDC Scanning. knaging

PC Pri"Wile Mass Storage

Samar

Power Mm...

...division-wise) and on-line payment M - Capturing of preferences for new services / customer feedback / levels of service desired  
- Tracking of direct billing of services / flow-through items  
C  
Routing of...

12/3,K/17 (Item 17 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2005 WIPO/Univentio. All rts. reserv.

00772919 \*\*Image available\*\*

**AUTOMATIC WORK PROGRESS TRACKING AND OPTIMIZING ENGINE FOR A  
TELECOMMUNICATIONS CUSTOMER CARE AND BILLING SYSTEM**  
**MOTEUR DE SUIVI ET D'OPTIMISATION D'ACTIVITE AUTOMATIQUE POUR UN SYSTEME DE  
SERVICE A LA CLIENTELE ET DE FACTURATION DE TELECOMMUNICATIONS**

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MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW  
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Detailed Description

Detailed Description

Automatic Work Progress Tracking And  
Optimizing Engine For A Telecommunications  
**Customer Care** And Billing System  
Reference To Microfiche Appendix ...  
A microfiche appendix having 6 microfiche and 555...

...a system for work progress  
tracking and management and, more particularly, to a system for

**assigning tasks** to a workforce, optimizing the scheduling of the **tasks**,

1 5 with automatic rescheduling of the **tasks** while insuring the completion

of the **tasks** before the desired completion date and utilizing the orders when other firms cannot

1 5 Telecom companies need to handle orders of customers having **significant** complexity from diverse domains These domains include wireline, wireless, residential customers, and business customers Further...

...marketplace To

schedule staff for these customers, telecom companies need to reflect the customer's **value** Often a customer's **value** may be **assigned** designations such as gold, silver, or bronze The same order from these three different types...

...hundreds or

thousands of changes, which can happen during a day Such changes include

1 **Tasks** and orders being added, deleted, or modified,

2 The actual duration of **tasks** can vary from the anticipated duration,

Page 3

3 The workforce situation also can change...

...ability to load balance between workforce units in

different locations and to recognize dependencies

between **tasks**, both at the workforce **level** and external system **level** also adds to the complexity

The foregoing dependencies are complex, particularly when volume is high...

...the system must

include a percentage of the workforce that are reserved just for maintenance **tasks** This percentage of the workforce dedicated to maintenance must be "invisible" to the scheduling process...

...optimization also must be based on more than one

parameter One such parameter is order **priority**, which may reflect the **value** of the customer as discussed above Another is flexibility, which is needed to reflect the...

...are considered to be one order) In this situation the

system does not understand order **priority** (high, medium, low)

Further, such systems do not distinguish between orders, which consist of **tasks**, and the **tasks** themselves Furthermore, no system is known that provides for automatic rescheduling based on composite parameters...

...work progress tracking system is needed

that is sophisticated enough to handle the above described **level** of complexity, which also can include integration among workflow,

Page 5

scheduling, and workforce management...

...also applying

automatic re-optimization on a regular basis This system should also operate without **significant** manual intervention and schedule **tasks** based on several constraints

SUMMARY OF THE INVENTION

It is an object of the present...

...schedules based on multiple criteria including minimization of costs, minimization of gaps in work pool **assignments**, order **priority** (high, medium, low), and jeopardy to the schedule  
It is still a further object of...

...with activities outside their home base area when needed Once such work pool members are **designated** as available outside the home base, the system automatically takes their availability into account during...

...of the system in the area of "stability zones" representing time periods in which **assigned tasks** may not be rescheduled These stability zones are based on parameters the user **specifies** and the length of time allotted to each zone  
It is another object of the present invention to provide for 15 optional explicit "locking" of **tasks** during an offline run When **tasks** are "locked" they will not be modified during the offline run An Example of locking...rescheduled, it would be desirable to insulate the customer from changes, i e "lock" the **task** where such dependency exists, and schedule around it Another example of locking is scheduling against...

...for flexible workforce scheduling based on multiple parameters These can reflect such items as "customer **value**", utilization percentage (the same workforce typically works on installation and trouble tickets, so if Page...

...pictorial representation The other aspect of stability of the schedule is the flexibility to "lock" **tasks** (either dependencies or delivery dates) so as to make internal schedule changes transparent 5 to...

...of the present invention to produce highly optimized schedules These schedules take into consideration order **priority**, make duration of composed activities small, and avoid gaps in work pool utilization activities typically comprise several **tasks** The system schedules as many of the **tasks** in parallel as possible, thus producing the shortest possible critical path for the overall composed...

...an object of the present invention to take into consideration that activities have to be **assigned** to individual work pool members

It is still a further object of the present invention...

...compute a target completion date for orders that do not have a target completion date **specified** to prevent the situation where the low **priority** orders are never fulfilled  
The above objects can be attained by a system that manages...

...a flowchart showing a portion of the online system shown in figure 5 dealing with **determining** completion time frame modifications  
Figure 8 is a flowchart further detailing the offline system shown...

...locations Activities can be linked by dependencies  
 Dependencies can also exist between orders  
 Activities comprise **tasks**, which are either automatic or manual  
 Manual **tasks** have to be performed by individual workers (workforce resources), while automatic **tasks** are performed by the Order Processing system Each manual **task** can be performed by one or more workers from the resource pool  
 A customer order...

...orders are divided into several types of  
 sub-activities Dependencies can exist between different activity levels  
 Utilization is the percentage of a workforce allocated to scheduled activities The delta (or difference) between 100% and this percentage is typically the workforce being allocated to maintenance and other unpredictable **tasks** also known as "trouble tickets" It should be noted that as shortages of resources can be addressed through overtime, utilization above 100% is allowed  
 0 At a basic level, individual workers can perform different activities Each worker is **assigned** to one or more resource pools A resource pool is used to aggregate workforce capacity...

...various time periods These time periods are known as time slots A resource pool is **determined** by a regional location and a specific role The workforce resources provide capacity to 2 When a worker is **assigned** to a **task** the worker is not available for other activities That worker is used to 1 00...

...the same geographic area and possess the same skills The scheduling Page 1 1  
 system **assigns tasks** to resource pools **Assignment** of worker names to resources is done shortly before the **task** is due to start such as a day earlier **Tasks** are **assigned** based on roles first, e.g. **Technician I** (where I refers to the skill level) The system knows how many **Technician I**'s there are Thus, if people rotate (e.g. John Smith, who is **Technician I** leaves, and Jane Doe who is also **Technician I** joins, this is transparent to the scheduling subsystem A calendar defines the times when...

...and time a workforce resource for a resource pool is either available or unavailable for **assignment** This information includes the workforce member's sick days, shift schedule, and vacation  
 Scheduling is...

...of activities into an "optimal" order, based on the parameters supplied The scheduling of each **task** takes into account dependencies, **priority**, duration, staff availability per job category (work pool), and material resources During the day, on...

...consists of internal order positions  
 An internal order position ("IOP") consists of work orders and **tasks** and can be dependent on other IOPs  
 A work order ("WO") consists of work orders and **tasks**  
 Dependencies to other work orders can also exist  
 A time slot is a period of...

...from

Horizon TimeGrain- **scale value** for "End of Optimization Zone"  
 ManualTask StartMin attribute The earliest starting time for the **task** ,  
 in TimeGrain- **scale**  
 Manual **Task** StartMax attribute The latest starting time for the **task** ,  
 in TimeGrain- **scale**  
 Manual **Task** , ProcTime attribute The total amount of TimeGrain-time  
 between the earliest start and the latest end time of the **task**  
 TightnessNormFactor = DuelDateNormFactor =

Page 36

MaxorderParam/Horizon

Valid values for ManualTask **Priority** are NORMAL = 0, MEDIUM = 1,  
 HIGH = ...respect to certain criteria  
 using optimizer application 195 of figure 4 and as shown in **operation**  
 1240 of Figure 8

Referring to **operation** 1240 of Figure 8 and Figure 5, all  
 internal orders are retrieved from database server...

...by resource

locking server 180 based on the pre-sorted PendingQueue 140 as  
 provided in **operation** 1240 of Figure 8

Page 37

Once optimized the offline system terminates as shown in  
**operation** 1250 of Figure 8

Alternate Embodiments

The procedures presented herein are not inherently related to...

...workflow engine

1140 in Figure 7 is altered in the alternate embodiment during the  
 online **operation** Instead of sending alarms to the supervisor when a  
 difference occurs between a date/time...

...a date/time

achieved (i.e. Planned Vs Actual), as described in the preferred  
 embodiment, **operation** 1140 can attempt to find a free time slot such  
 that the current day schedule...

...the delta

between Planned and Actual completion into account If the workflow  
 engine succeeds in **operation** 1140, the problem is solved If it does  
 not, the **task** is left in the pending state, and the problem is resolved  
 during the offline run...

12/3,K/18 (Item 18 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00769406 \*\*Image available\*\*

INTEGRATED BUSINESS-TO-BUSINESS WEB COMMERCE AND BUSINESS AUTOMATION SYSTEM  
 SYSTEME INTEGRE D'AUTOMATISATION DES ECHANGES COMMERCIAUX ENTRE ENTREPRISES  
 PAR L'INTERNET

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 TT TZ UA UG US UZ VN YU ZA ZW  
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 Claims

#### Claim

... Returns creation statusing Credit/Debit Logistics Engineering  
 Order creation A/R aging Assembly/ work flow **Technical support**  
 EFT payment Others on demand Return / service Finance  
 A/R status (CR & invoices) Others on...

...Process  
 Quotes & AJR status A/P status Departmental  
 Requisition request for Customers for Partners functions  
**Assignments**  
 Assembly/manufacturing  
 Purchasing/material tracking  
 Others on demand  
 Hence, Figure 166 represents a basic, universal...supply document to represent supply, a  
 131  
 remarkable simplification and unification of business processes results.  
**Engineers**, including software **engineers**, because they are able to deal with complexity quite readily and take some justifiable pride...

...a vendor invoice percolation process, and using information from the MWSs and from PSRI, to **determine** when a particular vendor invoice is ready for payment.  
 Multi-vendor budgets allow for budget...the same amount, increase the amount or decrease the amount. A budget line is then **assigned** for that partner or COA. Once a budget has been set, the various people responsible...

...user selects one or more budget items within a partner file and clicks Submit. The **selected** budget items are then submitted for approval. Budget item approval can be performed by partner...item information. A PO may then be created, which readies the system to receive the **specified** items. A PO can be set for automatic confirmation, automatic validation, automatic invoicing, and/or...Tax, accounting  
 Accounting CFA (Cash Flow Automation)  
 158  
 Table 6  
 Cyberspace Responsibilities, Tools  
 Department



Engineering  
**Tech Support**  
 Others

Activities of all of the cyberspace departments are classified in accordance with a common...

...the system, the system uses the user ID to look up both the present department/ **assignment** of the user and the historical department/ **assignment** of the user. If there has been no change, the system displays the previous relevant...

...When a change occurs, the previous GTM history is saved for factual analysis. When a **selected** one of multiple function-specific GTM display formats is presented to the user, the display format is validated by user. For example, if the current **task** /assignment of the user is shipping, a shipping GTM display format is displayed to...

...confirmed, the user then proceeds to use the system to carry out the user's **assignment**.  
 Process Switch

The Open Navigation capabilities of the present system center around data 159 base...

...records of a desired type. In this instance, only those records related to the originally **selected** record(s) are displayed. Despite the "4t-a-glance, workscope/workflow" organization of displays, new...

...process flow and hierarchically. In the illustrated example, the process flow menu has a first **level** and a second **level**, but any number of **level** may be provided. The use of only two **levels**, however, promotes the objective of a simple, clean, easy-to-navigate user interface. In the illustrated embodiment, first and second **levels** are used to simplify the first **level** by grouping together multiple related menu items in the second **level**.

Menu items are organized sequentially according to business process. In the illustrated embodiment, the business...

...be subject to sales tax. Hence, entries 1, 2, 3 and 4 within the first **level** menu are SFA, Customer, Partner and 160

Tax Table, respectively. The second **level** menu displays all of the types of records in the database under the first **level** category. For example, under the Customer category, the types of records included in the database...

...Customer, Customer Invoice, Customer Credit Memo, and Customer Payment. When one of these is **selected**, the relevant portion of the appropriate version of the online manual is displayed. While other...

...selects (i.e., at whatever "stop" the user boards the train), the next menu item **selected** from the process switch menu must be the next menu item, representing the next sequential...

...example, if a user selects #8 from process switch, he or she can from there **select** #9 but cannot **select** #7 or # 10. In this manner, a user is systematically guided step by step through...particular, color coding is used to highlight record types that are principally related to the

**selected** record type, as well as record types affecting (upstream) and record types affected by (downstream) the **selected** record type. For example, red may be used to **indicate** principally related record types, blue may be used to **indicate** upstream record types, and brown may be used to **indicated** downstream record types.

This collection of features facilitates guided exploration and learning, much more effectively...

...separate targeted versions of the on-line manual are provided for users, supervisors, management, training, **engineers**, programmers and consultants. Referring to Figure 2 1, number 2 1, a targeted version of ...

...first is in summary form, providing, for example, field descriptions, shop abbreviations or acronyms, the **significance** of color coding within the screen display, the logical arrangement and flow of the screen...

...versions.

The self-training made possible by process switch and the online manual becomes especially **important** in the context of self-configuration and massive Internet distribution as described previously. Using the...

...a desired function are required to provide the desired function. That is, a person can **select** downward within the process flow represented by the process switch, but not upward. For example...

...which the user was working to be instantly displayed. The help facility may incorporate different **levels** of granularity. For example, if the user requests help during the initial stages of a **task**, then more general information regarding that **task** may be displayed. If the user is well into the **task** and request help at a particular field, then more specific information regarding that field may...

...the system effectively. Time, money and user frustration are all saved as compared to conventional **help - desk** systems in which the user is required to articulate the problem. More particularly, two qualitatively ...

...to solve the problem at hand with the greatest efficiency. Conventional help methods (e.g., **help desks**) fall into the category of episodic help. In one aspect of the invention, the efficiency...

...at the user's convenience. This type of sustained, nurturing help has at least three **important** implications. First, the user is able to track the user's own progress. Instead of using a formal test to **determine** the user's **degree** of mastery, with the associated anxiety, cramming, etc., mastery is gauged continuously during use. The...weakness in the former topic. As time progresses, the number of help queries may decrease, **indicating** increased mastery. The system therefore provides an objective record of the

164

user's historic performance **level**.

A second implication is that the ability of users to readily transition between different responsibilities...

...of the seasoned user, the new user is able to ramp up to a proficient **level** of performance in a shorter period, say, two weeks instead of three months. A third previously described. Such web delivery may be extended to enable a customer to **select** and have delivered via the web all of the software pieces required to open for...

...agriculture commerce portal is shown. The agriculture commerce portal serves an agriculture product buying group, **selected** members of which are shown, including, for example, an IGA (Independent Grocers Association) member, a...

...por  
168

tal is shown. The convenience store commerce portal serves a franchise buying group, **selected** store members of which are shown. Users interact with the system via the web to...

...previously described. Supply Chain Management is used to coordinate activities of distributors and manufacturers. A **significant** component of the convenience store business is equipment (e.g., vending equipment, food preparation...

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00764243 \*\*Image available\*\*

INFORMATION PROCESSING METHOD, COLLABORATION SERVER, COLLABORATION SYSTEM,  
AND STORAGE MEDIUM FOR STORING AN INFORMATION PROCESSING PROGRAM  
PROCEDE DE TRAITEMENT D'INFORMATIONS, SERVEUR ET SYSTEME DE COLLABORATION,  
ET SUPPORT DE STOCKAGE D'UN PROGRAMME DE TRAITEMENT D'INFORMATIONS

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Claims

Claim

... collaboration system including a collaboration server connected to both a customer information terminal and an **agent** information terminal, the collaboration system comprising:

(a) the customer information terminal for sending a first message to the collaboration server, the first message **giving** instructions to perform collaboration;

(b) the collaboration server including (bi) a session management table for managing information which **specifies** a session between the customer information terminal and the **agent** information terminal and next-page information which **specifies** a document to be next displayed on

the customer information terminal; (b2) a session management...

...for

updating the next-page information in response to receiving a second message from the **agent** information terminal, the second message **giving**

instructions to change information to be next displayed; and (b3) a next-page document generation...

...response to a

next-page request sent from the customer information terminal; and (c) the **agent** information terminal for sending a third message to the collaboration server, the third message **giving** instructions to update the next-page information.

In accordance with a further aspect of the...

...a system including a collaboration server

connected to both a customer information terminal and an **agent** information

terminal to hold first information for **specifying** a document to be next displayed on a screen of the customer information terminal, the...

...terminal a first message to display an object...

along with predetermined information, the object **giving** instructions to

send a next-page request;

(b) a program code for instructing the collaboration server to update the information **specifying** the document to be displayed as next page held by the collaboration server in response to receiving a message, **giving** instructions to change the first information, from the **agent** information terminal; and

(c) a program code for instructing the collaboration server to send data corresponding to the updated information **specifying** the document to

be displayed as next page in response to the next-page request...

...the

preferred embodiment of the present invention;

Figure 6 is a conceptual diagram of an **agent** management table in the preferred embodiment of the present invention;

Figure 7 is a flowchart showing the **operational** procedure of a collaboration system in the preferred embodiment of the present invention;

Figure 8 is a flowchart showing the **operational** procedure of the collaboration system in the preferred embodiment of the present invention;  
Figure 9...

...is an image diagram of a window to be displayed on the screen of an **agent** information terminal in the preferred embodiment of the present invention; and  
Figure 13 is a...

...This floppy disk, etc. or the hard disk drive 13 or a ROM 14 can **give** a command to the CPU or the like in cooperation with an operating system (OS...a voice, the keyboard 6, mouse 7, and keyboard-mouse controller 5 for enabling an **operator** to input data directly, and the CRT 12 for providing visual data to a user...

...in the preferred embodiment of the present invention includes a customer information terminal 130, an **agent** information terminal 140, and a collaboration server 110. In the preferred embodiment of the present...

...a web browser 131 is mounted on the information terminal 130. The web browser 131 **specifies** a uniform resource locator (URL) and transmits a request to a **specified** web server. The web browser 131 also receives a response transmitted from the web server...

...management section 115, a HTML generation section 117, a document management section 119, and an **agent** management section 121. The web server 111 receives a hypertext transfer protocol (HTTP) request transmitted...

...request in a predetermined format.  
The session management section 115 manages the session between an **agent** and a customer and also controls a document to be supplied to a customer. Figure...

...is basically a dynamic table and holds information about session ID 311 and session itself ( **agent** ID 313 and customer ID 315) and information about control of a display. The information about the session ID 311, **agent** ID 313, customer ID 315, present displayed contents 317, present displayed contents supplement 319, next 325 are managed.  
The session ID 311 is information for **specifying** a session between a customer and an **agent** . The **agent** ID 313 is information for **specifying** the **agent** assigned to the session; the customer ID 315 is information for **specifying** the customer corresponding to the **agent** . In the preferred embodiment of the present invention, when the customer has been registered, this customer ID is **assigned** .  
The present displayed contents 317 are information for **specifying** a document displayed presently to a customer; the present displayed contents supplement 319 are information...

...the present page number 319 as a supplement. The

...can convert a path name and send back to a web server. When security is **important**, for a request to this specific path, only a request from a user (and an **agent**) performing collaboration is received, whereby a request from a user other than that can also...

...session ID corresponding to the session management table 310 is not present, an error message, **indicating** that a session has been disconnected, is sent to a user. Note that in the...

...to send a customer side a message for displaying "Please wait for instructions from an **agent**" (step 417). The message is transmitted to a web browser via the web server 111...321. When the contents of the next-page supplement 323 are not "interruption" and the **value** of the present displayed contents supplement 319 is less than the number of pages of...

...11

When the contents of the next-page supplement 323 are not "interruption" and the **value** of the present displayed contents supplement 319 is equal to the number of pages...

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00761432

**METHODS, CONCEPTS AND TECHNOLOGY FOR DYNAMIC COMPARISON OF PRODUCT FEATURES AND CUSTOMER PROFILE**

**PROCEDES, CONCEPTS ET TECHNIQUE DE COMPARAISON DYNAMIQUE DE CARACTERISTIQUES D'UN PRODUIT ET DU PROFIL DES CONSOMMATEURS**

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Claims

Claim

... 0 Tool Support and Training  
 Repository operations 0 Technical Standards Support  
 Equipment installation 0 Developers **Help Desk**  
 Network **operations** 0 Performance Monitoring  
 System software \* Design Review  
**operations** 0 General **Technical Support**  
 0 IS Liaison  
 Figure 4  
 502 504 5  
 eCommon code/ \*Detailed design eTest planning  
 component...

...Management Management 1004  
 0  
 0 0  
 CL Program U  
 1002 Quality System Cr  
 Management Building & **Project** 0  
 S Management  
 204  
 Environmen ro lem 212  
 Management Management  
 206 27  
 Information Management  
 rocess...a servic (Reaml-time) (Active Profiling) Marketing C@  
 Product Details I Speci Order Placement Push **Techn** : -;;rg", Dynamic fly  
 Facilitstal FC-ontent Management F@Roqisler for I  
 Capab iliti (ousted MessagesI...

...o-&  
 Storage (Fu;i5UMnt'17 sayt, Audio Capstillilles Fw ab Even  
 3rdparty)  
 Directory Services Management& **Operations** Web  
 valluallon. 11 n: I M G.Mill 11--l vVb Applical  
 a Storage of...

...1400 Figure 16  
 DISPLAYING A PLURALITY OF ITEMS FOR PURCHASE 1600  
 ALLOWING A USER TO **SELECT** A PREDETERMINED SET OF THE ITEMS FOR  
 PURCHASE  
 1602  
 ACCEPTING PAYMENT IN EXCHANGE FOR THE...

...ITEMS 1604  
 STORING THE PREDETERMINED SET OF ITEMS 1606  
 F  
 ALLOWING THE USER TO COLLECTIVELY **SELECT** THE PREDETERMINED SET OF  
 ITEMS AT A LATER TIME WITHOUT HAVING TO **SELECT** EACH OF THE ITEMS

INDIVIDUALLY

1608 ...

Figure 16

DEVELOPING A USER PROFILE

DISPLAYING A PLURALITY OF ITEMS FOR PURCHASE / 1611

1

ALLOWING A USER TO **SELECT** A SET OF SIMILAR ITEMS TO COMPARE / 1612  
1613

**DETERMINING** A SET OF FEATURES OF THE SIMILAR ITEMS

UTILIZING THE USER PROFILE TO **DETERMINE** A HIERARCHY OF THE 1614  
FEATURES

PRESENTING THE FEATURES IN A PRIORITIZED MANNER IN 1615...

...A COMPARISON OF THE FEATURES BASED ON KEYWORD TAKEN FROM 1621  
THE CUSTOMER'S PROFILE

**GIVING** A FEATURE **PRIORITY** WHEN A KEYWORD INPUT BY THE USER 1622  
MATCHES A FEATURE KEYWORD,

**GIVING** FEATURES WITH FEATURE KEYWORDS HAVING MULTIPLE 1623

MATCHES HIGHEST **PRIORITY** AND **RANKING** THE FEATURES

ACCORDING TO THE NUMBER OF MATCHES

ANALYZING THE USER'S WORDS USING A...

...FEATURES

1802

DISPLAYING THE AVAILABLE FEATURES OF THE ITEMS

1803

IF

ALLOWING A USER TO **SELECT** THE AVAILABLE FEATURES OF EACH OF THE ITEMS  
TO BE PURCHASED 1804

1806

**DETERMINING** A PRICE AND AVAILABILITY OF THE **SELECTED** ITEMS AND THE  
**SELECTED** FEATURES THEREOF AND DISPLAYING THE SAME

I F

ACCEPTING PAYMENT IN EXCHANGE FOR THE **SELECTED** ITEMS AND THE  
**SELECTED** FEATURES THEREOF 1808

Figure 18

DISPLAYING A PLURALITY OF ...TO AT LEAST ONE OF  
THE ITEMS DISPLAYED FOR PURCHASE 1903

ALLOWING A USER TO **SELECT** THE ITEMS FOR PURCHASE

1904

IF

ACCEPTING PAYMENT IN EXCHANGE FOR THE **SELECTED** ITEMS

1906 ...

Figure 19

PREASSOCIATING ADVERTISEMENTS WITH INDIVIDUAL ITEMS OR WITH 1910  
ENTIRE CLASSES OF ITEMS

AUTOMATICALLY DISPLAYING ONE OR MORE OF THE 1911

ADVERTISEMENTS WHEN THE ITEMS ARE **SELECTED** FOR DISPLAY

1912

ROTATING THE ADVERTISEMENTS SO THAT EACH GETS AN EQUAL  
AMOUNT OF DISPLAY...

...PROFILE 200

2006

DISPLAYING THE AT LEAST ONE ITEM FOR PURCHASE

ALLOWING THE USER TO **SELECT** THE AT LEAST ONE ITEM FOR PURCHASE

2008

ACCEPTING PAYMENT IN EXCHANGE FOR THE **SELECTED** ITEM

Figure 20 2010

ALLOWING A USER TO REQUEST TO UTILIZE A SOFTWARE PACKAGE 2102...



...DATA  
 COLLECTING FEEDBACK FROM THE USERS ON THE PROVIDED INFORMATION 2306  
 1  
 PROVIDING A SERVICE **SELECTED** FROM A GROUP OF SERVICES INCLUDING: 230  
 MAINTAINING A CALENDAR OF UPCOMING EVENTS, REMINDING THE...  
 ...THE SET OF FEATURES BASED 2312  
 ON THE USER PROFILE  
 2313  
 ALLOWING A USER TO **SELECT** THE ITEM FOR PURCHASE  
 2300 Figure 23A  
 COLLECTING USER INFORMATION SUCH AS SEARCH REQUESTS, 2320...  
 ...OF THE EDUCATION OF THE USERS INCLUDING AT LEAST  
 ONE OF THE COURSES COMPLETED AND **SCORES** FOR THE COURSES COMPLETED  
 1410  
 Figure 25  
 ALLOWING A USER TO REVIEW EDUCATIONAL PROGRAM OFFERINGS...  
 ...CURRENT 2520  
 EXPERTISE  
 RECEIVING STUDENT DEFINED TRAINING GOAL, SUCH AS A SPECIFIC 2521  
 CERTIFICATION OR **DEGREE** (ADDITIONAL USER INDICIA),  
 TAKING THE TRAINING GOAL FROM THE STUDENT PROFILE 2522  
 2523  
 GENERATING THE...  
 ...REGISTRATION OF A PRODUCT  
 2  
 PROVIDING SUPPORT INFORMATION ON THE PRODUCT BASED ON QUERIES  
 HANDLING **CLAIMS** RELATING TO THE PRODUCT  
 I  
 AUTOMATICALLY NOTIFYING USERS OF AT LEAST ONE OF UPGRADES AND...  
 ...Figure 26  
 PROVIDING COMMERCIAL OFFERINGS FOR A USER TO REVIEW  
 2611  
 ALLOWING THE USER TO **SELECT** FROM THE COMMERCIAL OFFERINGS  
 2612  
 PROMPTING THE USER TO ENTER USER INDICIA  
 2613  
 RECEIVING THE...OBJECT DATA IN THE SYSTEM 3406...  
 STORING THE NETWORK OBJECT DATA IN THE SYSTEM 340  
**ASSIGNING** OF COMMUNITY PROFILE DATA TO A COMMUNITY INCLUDING A  
 PLURALITY OF USERS IN THE SYSTEM...

12/3,K/25 (Item 25 from file: 349)  
 DIALOG(R)File 349:PCT FULLTEXT  
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00742403 \*\*Image available\*\*

# TRANSACTION SUPPORT SYSTEM

## SYSTEME D'APPUI DE TRANSACTIONS

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## Patent and Priority Information (Country, Number, Date):

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Priority Application: GB 996305 19990318; GB 9921236 19990908

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YU ZA ZW

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Fulltext Availability:

Claims

## Claim

... Terms given special meanings in this document are defined in the  
Rulebook.

1 1. Basic **Operational** Structure and Processes

The structure of the present system comprises the message handling unit,  
the...

...of the present system, bulletins and alerts, your account status, and  
similar information; and a **help desk** for live support by telephone or  
e-mail. 1 5 Further support resources may be...

...00/55774 PCT/GB99/03091

recyistrv is shown in Fiaure 1A. Some of the more **important** information  
flows are messaging between users, browsing the user support services,  
changing information in the...

...help for use of the present system, all through a simple Web-browser  
interface. Authorized **representatives** of a user may also update certain  
information about the user. Regarding the changing of...

...desktop applications such as Web browsers, these processes have been  
designed for a far greater **level** of reliability and security than is  
common in Internet applications.

## System Security

The present system...anyone with that private key can create the user's  
digital signature. it is very **important** to keep the private key secret  
and secure, much in the way that a check...

...message are D message headers. message part headers, type headers,  
document parts, and message end **indicators** .  
MessacFe headers are lines of text appearing at the beginning of a whole

message to route it (such as "To" or "From"), **indicate** its "Subject", **indicate** to the software how to process it (such as by noting its "Content-Type"), and serve similar purposes at the **level** of the message as a whole. The message headers are prescribed by standards and are...

...Internet mail using the Simple Mail Transport Protocol is RFC 822 of the Internet Engineering **Task** Force. Regarding message part headers, messages are divided into parts in accordance 1 5 with...

...MIME message format is standardized mainly in RFCs 1521 and 1522 of the Internet Engineering **Task** Force. Each part is delimited by a header noting its content type and the encoding...

...type header is contained in each message. This is a part of the message which **indicates** its type and function within the present system and conveys data into the present system...

...specific to the present system and is prescribed by the MIME standards. A message end **indicator** is a line consisting of a single dot marks the end of the

L@ C

message as a whole. The message end **indicator** is the standard way of showing the end of a message according to Internet e...

...although the matter within them (including the type header) is.

The above is summarized by **Operational** Rule I relating to the form of a message in the system:

1 5

Operational...

...A user shall disregard a message which does not conform to the requirements of this **Operational** Rule, except to the extent that another rule requires an acknowledgment of the nonconforming message. Composing a message into this technical form is a **task** for the user systems, rather than the message handling unit or any other components maintained...

...type headers are usually presented in more readable ways, the type header forms play an **important** and definitive role in the I O flow of messages through the message handling unit...

12/TI,AU,AA,AN/1 (Item 1 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**METHODS AND SYSTEMS FOR THE MANAGEMENT OF INSURANCE CLAIMS AND PROPERTY  
PROCEDES ET SYSTEMES DE TRAITEMENT DES DECLARATIONS DE SINISTRE ET DES  
BIENS ASSURES**

Patent Applicant/Inventor:

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Application: WO 2004NZ65 20040402 (PCT/WO NZ04000065)

12/TI,AU,AA,AN/2 (Item 2 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**PROACTIVE SUPPORT OF A HEALTHCARE INFORMATION SYSTEM  
ASSISTANCE PROACTIVE POUR SYSTEME D'INFORMATION DE SOINS DE SANTE**

Inventor(s):

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KEEN Ronald, \*\*, \*\*,  
Application: WO 2003US37579 20031121 (PCT/WO US03037579)

12/TI,AU,AA,AN/3 (Item 3 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**CHANGE NAVIGATION TOOLKIT  
BOITE A OUTILS DE NAVIGATION POUR LA PRISE EN CHARGE DE CHANGEMENTS  
ORGANISATIONNELS**

Inventor(s):

JONES Elizabeth C, 9536 Larchcrest Drive, Dallas, TX 75238, US,  
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Application: WO 2003EP8573 20030731 (PCT/WO EP03008573)

12/TI,AU,AA,AN/4 (Item 4 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**SUPPLY CHAIN NETWORK  
RESEAU DE CHAINE D'APPROVISIONNEMENT**

Patent Applicant/Inventor:

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Application: WO 2002US38438 20021127 (PCT/WO US0238438)

12/TI,AU,AA,AN/5 (Item 5 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**TECHNICAL SUPPORT SYSTEM TECHNICAL SUPPORT SYSTEM  
SYSTEME D'ASSISTANCE TECHNIQUE**

Inventor(s):

UENO Toshio, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP,  
Application: WO 2002JP9167 20020909 (PCT/WO JP0209167)

12/TI,AU,AA,AN/6 (Item 6 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**FACILITATING REALTIME INFORMATION INTEREXCHANGE BETWEEN A  
TELECOMMUNICATIONS NETWORK AND A SERVICE PROVIDER  
FACILITATION D'ECHANGE D'INFORMATIONS EN TEMPS REEL ENTRE UN RESEAU DE  
TELECOMMUNICATION ET UN FOURNISSEUR DE SERVICE**

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Application: WO 2002US15969 20020520 (PCT/WO US0215969)

**12/TI,AU,AA,AN/7 (Item 7 from file: 349)**

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY  
PROCEDE DE MISE EN OEUVRE D'UNE FONCTIONNALITE DE POSTE DE SERVICE**

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Application: WO 2001US51076 20011019 (PCT/WO US0151076)

**12/TI,AU,AA,AN/8 (Item 8 from file: 349)**

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**SYSTEM AND METHOD FOR AUTOMATING BUSINESS PROCESSES AND PERFORMING DATA  
INTERCHANGE OPERATIONS IN A DISTRIBUTED COMPUTING ENVIRONMENT  
SYSTEME ET PROCEDE D'AUTOMATISATION DE PROCESSUS D'ENTREPRISES ET DE  
REALISATION D'OPERATIONS D'ECHANGE DE DONNEES DANS UN ENVIRONNEMENT  
INFORMATIQUE DISTRIBUE**

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Application: WO 2001US8611 20010314 (PCT/WO US0108611)

**12/TI,AU,AA,AN/9 (Item 9 from file: 349)**

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A  
NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF  
PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE  
DANS UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTEE, ET  
PROCEDE ASSOCIE**

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,  
Application: WO 2000US32310 20001122 (PCT/WO US0032310)

**12/TI,AU,AA,AN/10 (Item 10 from file: 349)**

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF****GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE**

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,  
Application: WO 2000US32324 20001122 (PCT/WO US0032324)

12/TI,AU,AA,AN/11 (Item 11 from file: 349)

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF****PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET PROCEDE ASSOCIE**

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,  
Application: WO 2000US32309 20001122 (PCT/WO US0032309)

12/TI,AU,AA,AN/12 (Item 12 from file: 349)

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE****PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHÉ ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHÉ**

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,  
Application: WO 2000US32308 20001122 (PCT/WO US0032308)

12/TI,AU,AA,AN/13 (Item 13 from file: 349)

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**INSURANCE MARKETING METHODS****PROCEDES DE COMMERCIALISATION D'ASSURANCES**

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Application: WO 2000US32342 20001127 (PCT/WO US0032342)

**12/TI,AU,AA,AN/14 (Item 14 from file: 349)**  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**BUSINESS METHOD AND PROCESSING SYSTEM  
PROCEDE COMMERCIAL ET SYSTEME DE TRAITEMENT**

Patent Applicant/Inventor:

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Application: WO 2000US22548 20000817 (PCT/WO US0022548)

Parent Application/Grant:

Related by Continuation to: US 99150014 19990820 (CON)

**12/TI,AU,AA,AN/15 (Item 15 from file: 349)**  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MAINTAINING DATA IN AN  
E-COMMERCE BASED TECHNICAL ARCHITECTURE  
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DE MAINTIEN DES DONNEES DANS UNE  
ARCHITECTURE TECHNIQUE DE COMMERCE ELECTRONIQUE**

Patent Applicant/Inventor:

UNDERWOOD Roy A, 4436 Hearthmoor Court, Long Grove, IL 60047, US, US  
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Application: WO 2000US20546 20000728 (PCT/WO US0020546)

**12/TI,AU,AA,AN/16 (Item 16 from file: 349)**  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**SYSTEM FOR INSURANCE PAYING FOR COUNTERCLAIMS IN THE EVENT OF IMPROPER  
LAWSUITS  
SYSTEME DE PAIEMENT D'ASSURANCE POUR DEMANDES RECONVENTIONNELLES EN CAS DE  
POURSUITES MALVEILLANTES**

Patent Applicant/Inventor:

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Application: WO 2000US21045 20000802 (PCT/WO US0021045)

**12/TI,AU,AA,AN/17 (Item 17 from file: 349)**  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**AUTOMATIC WORK PROGRESS TRACKING AND OPTIMIZING ENGINE FOR A  
TELECOMMUNICATIONS CUSTOMER CARE AND BILLING SYSTEM  
MOTEUR DE SUIVI ET D'OPTIMISATION D'ACTIVITE AUTOMATIQUE POUR UN SYSTEME DE  
SERVICE A LA CLIENTELE ET DE FACTURATION DE TELECOMMUNICATIONS**

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**12/TI,AU,AA,AN/18 (Item 18 from file: 349)**

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**INTEGRATED BUSINESS-TO-BUSINESS WEB COMMERCE AND BUSINESS AUTOMATION SYSTEM  
SYSTEME INTEGRE D'AUTOMATISATION DES ECHANGES COMMERCIAUX ENTRE ENTREPRISES  
PAR L'INTERNET**

Patent Applicant/Inventor:

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Application: WO 2000US16739 20000616 (PCT/WO US0016739)

Parent Application/Grant:

Related by Continuation to: US 99334688 19990617 (CON)

**12/TI,AU,AA,AN/19 (Item 19 from file: 349)**

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**INFORMATION PROCESSING METHOD, COLLABORATION SERVER, COLLABORATION SYSTEM,  
AND STORAGE MEDIUM FOR STORING AN INFORMATION PROCESSING PROGRAM  
PROCEDE DE TRAITEMENT D'INFORMATIONS, SERVEUR ET SYSTEME DE COLLABORATION,  
ET SUPPORT DE STOCKAGE D'UN PROGRAMME DE TRAITEMENT D'INFORMATIONS**

Inventor(s):

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Application: WO 2000GB1333 20000407 (PCT/WO GB0001333)

**12/TI,AU,AA,AN/20 (Item 20 from file: 349)**

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**METHODS, CONCEPTS AND TECHNOLOGY FOR DYNAMIC COMPARISON OF PRODUCT FEATURES  
AND CUSTOMER PROFILE**

**PROCEDES, CONCEPTS ET TECHNIQUE DE COMPARAISON DYNAMIQUE DE  
CARACTERISTIQUES D'UN PRODUIT ET DU PROFIL DES CONSOMMATEURS**

Inventor(s):

GUHEEN Michael F, 2218 Mar East Street, Tiburon, CA 94920, US,

MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US,

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Application: WO 2000US14459 20000524 (PCT/WO US0014459)

**12/TI,AU,AA,AN/21 (Item 21 from file: 349)**

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR EFFECTIVELY CONVEYING  
WHICH COMPONENTS OF A SYSTEM ARE REQUIRED FOR IMPLEMENTATION OF  
TECHNOLOGY**

**SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR L'ACHEMINEMENT EFFICACE DES  
COMPOSANTS D'UN SYSTEME NECESSAIRES A LA MISE EN PRATIQUE D'UNE  
TECHNOLOGIE**

Inventor(s):

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Application: WO 2000US14457 20000524 (PCT/WO US0014457)

**12/TI,AU,AA,AN/22 (Item 22 from file: 349)**

DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MANAGING NETWORK DATA IN A**



**HYBRID NETWORK ARCHITECTURE**  
**SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR LA GESTION DE DONNEES DE**  
**RESEAU DANS UNE ARCHITECTURE DE RESEAU HYBRIDE**

Patent Applicant/Inventor:

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Application: WO 2000US15238 20000602 (PCT/WO US0015238)

12/TI,AU,AA,AN/23 (Item 23 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**SYSTEM AND METHOD FOR INFLUENCING A POSITION ON A SEARCH RESULT LIST**  
**GENERATED BY A COMPUTER NETWORK SEARCH ENGINE**  
**SYSTEME ET PROCEDE PERMETTANT DE MODIFIER UNE POSITION SUR UNE LISTE DE**  
**RESULTATS DE RECHERCHE GENEREES PAR UN MOTEUR DE RECHERCHE DE RESEAU**  
**INFORMATIQUE**

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Application: WO 2000US14753 20000526 (PCT/WO US0014753)

12/TI,AU,AA,AN/24 (Item 24 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**METHOD AND SYSTEM FOR ISSUING AND MANAGING CERTIFICATES OF INSURANCE**  
**PROCEDE ET SYSTEME PERMETTANT DE DELIVRER ET DE GERER DES CERTIFICATS**  
**D'ASSURANCE**

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Application: WO 2000US13512 20000517 (PCT/WO US0013512)

12/TI,AU,AA,AN/25 (Item 25 from file: 349)  
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**TRANSACTION SUPPORT SYSTEM**  
**SYSTEME D'APPUI DE TRANSACTIONS**

Patent Applicant/Inventor:

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Application: WO 99GB3091 19990916 (PCT/WO GB9903091)

12/TI,AU,AA,AN/26 (Item 26 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

METHOD, SYSTEM AND BUSINESS MODEL FOR PERFORMING AN AUCTION  
PROCEDE, SYSTEME ET MODELE COMMERCIAL PERMETTANT D'EFFECTUER UNE MISE AUX  
ENCHERES

Inventor(s):  
KIVIMAKI Bjorn,  
Application: WO 99FI1025 19991210 (PCT/WO FI9901025)

12/TI,AU,AA,AN/27 (Item 27 from file: 349)  
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

METHOD AND SYSTEM FOR PERFORMING ELECTRONIC AUCTIONS  
PROCEDE ET SYSTEME PERMETTANT D'EFFECTUER DES ENCHERES ELECTRONIQUES

Inventor(s):  
KIVIMAKI Bjorn,  
Application: WO 99FI1024 19991210 (PCT/WO FI9901024)

Set	Items	Description
S1	25041	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE) ( ) (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER) ( ) (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS) ( ) HAN- DL?
S2	4009576	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC- IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	834772	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR - REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	1936622	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	3103683	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE- VEL? OR DEGREE? OR GRADE?
S6	2209702	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR - SIGNIFICAN?? OR VALUE
S7	537364	S5(S)S6
S8	70730	S7 AND S4
S9	170533	S2 AND S3
S10	2405	S8 AND S9
S11	14	S10 AND S1
S12	11	S11 NOT PY>2001
S13	11	RD (unique items)
File	2:INSPEC	1898-2005/Dec W2 (c) 2005 Institution of Electrical Engineers
File	35:Dissertation Abs Online	1861-2005/Dec (c) 2005 ProQuest Info&Learning
File	65:Inside Conferences	1993-2006/Jan W1 (c) 2006 BLDSC all rts. reserv.
File	99:Wilson Appl. Sci & Tech Abs	1983-2005/Oct (c) 2005 The HW Wilson Co.
File	474:New York Times Abs	1969-2006/Jan 03 (c) 2006 The New York Times
File	475:Wall Street Journal Abs	1973-2006/Jan 03 (c) 2006 The New York Times
File	583:Gale Group Globalbase(TM)	1986-2002/Dec 13 (c) 2002 The Gale Group

*Scanned files and  
abstract*

13/5/1 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
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07677361 INSPEC Abstract Number: C2000-09-6110-013

**Title: Acquiring tasks : a better way than asking?**

Author(s): Cierjacks, M.

Author Affiliation: Trier Univ., Germany

Conference Title: Human-Computer Interaction: Ergonomics and User Interfaces. Proceedings of HCI International '99 (8th International Conference on Human-Computer Interaction) Part vol.1 p.1194-8 vol.1

Editor(s): Bullinger, H.-J.; Ziegler, J.

Publisher: Lawrence Erlbaum Associates, Mahwah, NJ, USA

Publication Date: 1999 Country of Publication: USA 2  
vol.(xxx+1356+1355) pp.

ISBN: 0 8058 3391 9 Material Identity Number: XX-1999-02428

Conference Title: Proceedings of 8th International Conference on Human Computer Interaction and Special Session on Intelligent Tutoring and Learning Environments

Conference Date: 22-26 Aug. 1999 Conference Location: Munich, Germany

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: To supply software tools, a software **engineer** has to know what workers do on their jobs. The necessary data are derived from organisational job specifications. As the **tasks** people do are not necessarily congruent with their instructions, the job specifications may not be sufficient for proper **task** modelling. There is a broad consensus among software **engineers** that there is a basic need to do **user - centred** engineering. However, as the understanding of the models used in progress requires a certain amount of specific knowledge, the user's inclusion in all this is reduced to being asked. As software **engineers** have obtained many skills on how to model **tasks** and most users have not, a tool for the user's inclusion in the process should guarantee the same quality of the model, with no respect to the modeller's previous modelling capacity. There is a better way than plainly asking. Leaving data sampling and modelling to the **task** owner while supporting him through a suitable modelling technique leads to obtaining a reduced interviewer effect and to more completeness of the data. It helps to **give** a more error-free model of reality and extracts a more standardised **level** of description. No differences were found in the confidence in the modelling. The most **important** finding is that a modelling technique in addition to the interview helps to decrease interviewer effects. To put it all in a nutshell, to make **task** owners formalise **task** descriptions has no effect on the confidence in the correctness of the model, but it saves time and reduces the influence of the interviewer. (13 Refs)

Subfile: C

Descriptors: human factors; modelling; software engineering; software tools; **task** analysis

Identifiers: **task** acquisition; software tools; software engineering; organisational job specifications; **task** instructions; **task** modelling; **user - centred** engineering; model quality; data sampling; interviewer effects; data completeness; error-free model; standardised description level; model correctness confidence; formalised **task** descriptions

Class Codes: C6110 (Systems analysis and programming)

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13/5/2 (Item 2 from file: 2)  
DIALOG(R)File 2:INSPEC  
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Set	Items	Description
S1	21397	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFTWARE).() (SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER)() (DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HANDLE?
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S3	1375810	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	2621091	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	6640584	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	4566906	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR SIGNIFICAN?? OR VALUE
S7	70441	S2(7N)S3
S8	217733	S5(5N)S6
S9	14214	S8(S)S4
S10	90	S7(4S)S9
S11	0	S10 AND S1
S12	754	S7 AND S8
S13	1	S12 AND S1
S14	1	RD (unique items)
File	6:NTIS 1964-2005/Dec W2	(c) 2005 NTIS, Intl Cpyrght All Rights Res
File	7:Social SciSearch(R) 1972-2005/Dec W4	(c) 2005 Inst for Sci Info
File	8:Ei Compendex(R) 1970-2006/Dec W4	(c) 2006 Elsevier Eng. Info. Inc.
File	14:Mechanical and Transport Engineer Abstract 1966-2005/Dec	(c) 2005 CSA.
File	34:SciSearch(R) Cited Ref Sci 1990-2005/Dec W4	(c) 2005 Inst for Sci Info
File	94:JICST-EPlus 1985-2005/Oct W4	(c)2005 Japan Science and Tech Corp(JST)
File	434:SciSearch(R) Cited Ref Sci 1974-1989/Dec	(c) 1998 Inst for Sci Info

14/3,K/1 (Item 1 from file: 8)  
DIALOG(R)File 8: Ei Compendex(R)  
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06769019 E.I. No: EIP04128073721

**Title: Traversing system speeds coil staging**

Author: Pennington, J. Neiland

Source: Modern Metals v 58 n 9 September 2002. p 44-47

Publication Year: 2002

CODEN: MOMLAJ ISSN: 0026-8127

Language: English

...Abstract: finish aluminum, primarily for the HVAC and roofing markets. As such, the line operator can **select** up to four coils at random to run on the new blanking line, reducing downtime...